Nonviolent Crisis Intervention

Sharon Miller & Amy Brush
HR, Training & OD

June 14, 2019
Non-Violent Crisis Intervention Training

• Equips you with skills, confidence and an effective framework to safely manage and prevent difficult behavior
  – Thousands of other organizations train this
  – Boost staff confidence
  – Create a culture of safety
  – Enhance care and support of all
  – Improve communication
  – Improve relationships
  – Raise staff skill to de-escalate
The CPI Crisis Development Model

UNIT 1
## Unit 1: The CPI Crisis Development Model℠

### Crisis Development/Behavior Levels | Staff Attitudes/Approaches

---

[Image of integrated experience diagram]
## Crisis Development/Behavior Levels

<table>
<thead>
<tr>
<th>Crisis Development/Behavior Levels</th>
<th>Staff Attitudes/Approaches</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Anxiety</td>
<td></td>
</tr>
</tbody>
</table>

**A change in behavior**
## Unit 1: The CPI Crisis Development Model™

<table>
<thead>
<tr>
<th>Crisis Development/Behavior Levels</th>
<th>Staff Attitudes/Approaches</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Anxiety</td>
<td>1. Supportive</td>
</tr>
</tbody>
</table>

An empathic, nonjudgmental approach
## Unit 1: The CPI Crisis Development Model℠

<table>
<thead>
<tr>
<th>Crisis Development/Behavior Levels</th>
<th>Staff Attitudes/Approaches</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Anxiety</td>
<td>1. Supportive</td>
</tr>
<tr>
<td>2. Defensive</td>
<td></td>
</tr>
</tbody>
</table>

Beginning to lose rationality
### Unit 1: The CPI Crisis Development Model™

<table>
<thead>
<tr>
<th>Crisis Development/Behavior Levels</th>
<th>Staff Attitudes/Approaches</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Anxiety</td>
<td>1. Supportive</td>
</tr>
<tr>
<td>2. Defensive</td>
<td>2. Directive</td>
</tr>
</tbody>
</table>

**Decelerating an escalating behavior**
### Unit 1: The CPI Crisis Development Model\textsuperscript{SM}

<table>
<thead>
<tr>
<th>Crisis Development/Behavior Levels</th>
<th>Staff Attitudes/Approaches</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Anxiety</td>
<td>1. Supportive</td>
</tr>
<tr>
<td>2. Defensive</td>
<td>2. Directive</td>
</tr>
<tr>
<td>3. Risk Behavior</td>
<td></td>
</tr>
</tbody>
</table>

**Behaviors that may present a risk to self or others**
### Unit 1: The CPI Crisis Development Model<sup>SM</sup>

**Crisis Development/Behavior Levels**
- 1. Anxiety
- 2. Defensive
- 3. Risk Behavior

**Staff Attitudes/Approaches**
- 1. Supportive
- 2. Directive
- 3. Physical Intervention

Disengagement and/or holding skills to manage risk behavior
## Crisis Development/Behavior Levels

<table>
<thead>
<tr>
<th>Crisis Development/Behavior Levels</th>
<th>Staff Attitudes/Approaches</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Anxiety</td>
<td>1. Supportive</td>
</tr>
<tr>
<td>2. Defensive</td>
<td>2. Directive</td>
</tr>
<tr>
<td>3. Risk Behavior</td>
<td>3. Physical Intervention</td>
</tr>
<tr>
<td>4. Tension Reduction</td>
<td></td>
</tr>
</tbody>
</table>

---

**Decrease in physical and emotional energy**
## Unit 1: The CPI *Crisis Development Model*®

![Diagram showing Integrated Experience]

<table>
<thead>
<tr>
<th>Crisis Development/Behavior Levels</th>
<th>Staff Attitudes/Approaches</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Anxiety</td>
<td>1. Supportive</td>
</tr>
<tr>
<td>2. Defensive</td>
<td>2. Directive</td>
</tr>
<tr>
<td>3. Risk Behavior</td>
<td>3. Physical Intervention</td>
</tr>
<tr>
<td>4. Tension Reduction</td>
<td>4. Therapeutic Rapport</td>
</tr>
</tbody>
</table>

**Re-establish communication**
Activity: Nonverbal Communication

Stand up and face each other
Unit 2: Nonverbal Communication

Proxemics

• Definition: Personal space
  – Varies 1.5 to 3 feet
  – Factors that may affect space size includes gender, size, cultural background
  – 3 zones: intimate, personal, social
  – Can tolerate more from the side than from back/front
Unit 2: Nonverbal Communication

Haptics

- Definition: Communication through touch
  - Handshakes, holding hands, high fives, grabbing arm, pat on back
Reasons for Using the \textit{Supportive Stance}^{SM}

- Communicates respect
- Nonthreatening
- Maintains safety
Paraverbal Communication
Communication Pie

7% Verbal Communication
Communication Pie

- 55% Body Language
- 7% Verbal Communication
Communication Pie

- 55% Body Language
- 38% Paraverbal Communication
- 7% Verbal Communication
Activity: Paraverbal Communication

How many meanings can you get from this statement?

“I didn’t tell your boss you were late”
Unit 3: Paraverbal Communication

The vocal part of speech, excluding words.

• Tone
• Volume
• Cadence
Unit 3: Paraverbal Communication

The vocal part of speech, excluding words.

• Tone
  – Inflection of voice
  – Sarcasm or impatience
  – Use caring and supportive tones
Unit 3: Paraverbal Communication

• Volume
  – How loud or soft we speak
  – Shouting, whispering
  – Keep volume appropriate for situation
Unit 3: Paraverbal Communication

• Cadence
  – Rate or rhythm of speech
  – How fast or slow we speak
  – Deliver message with an even cadence
What are you missing?

• Group Exercises for understanding
• Verbal De-Escalation Skills
• Decision Making Matrix
• Disengagement Skills
• COPING method for debriefing situations

*If you want to have someone teach this training, you’ll need to have them certify through the Crisis Prevention Institute*
Thank you!