

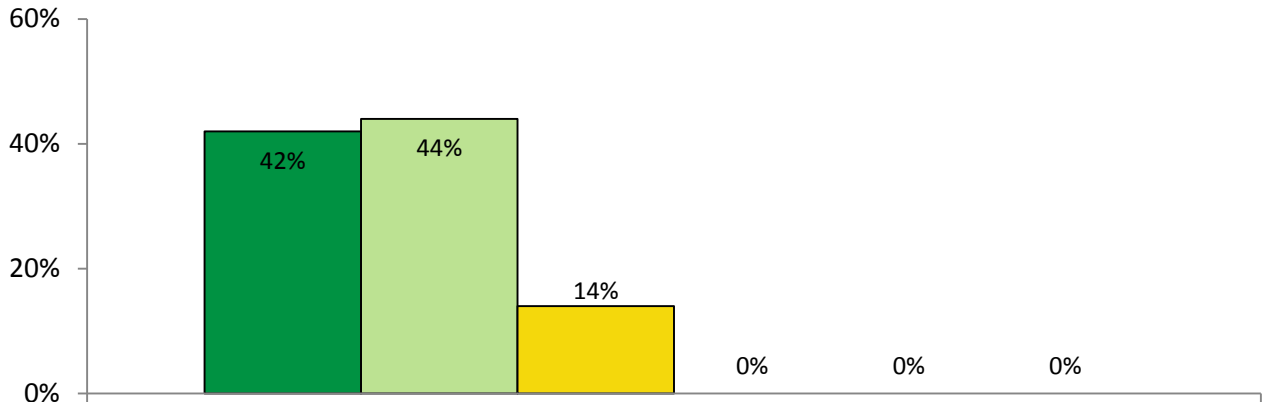
Results for CPI Refresher Trainings Presented Through Dates: 10/2015 – 3/2016

Number of Trainings: 5

Number of Evaluations: 66

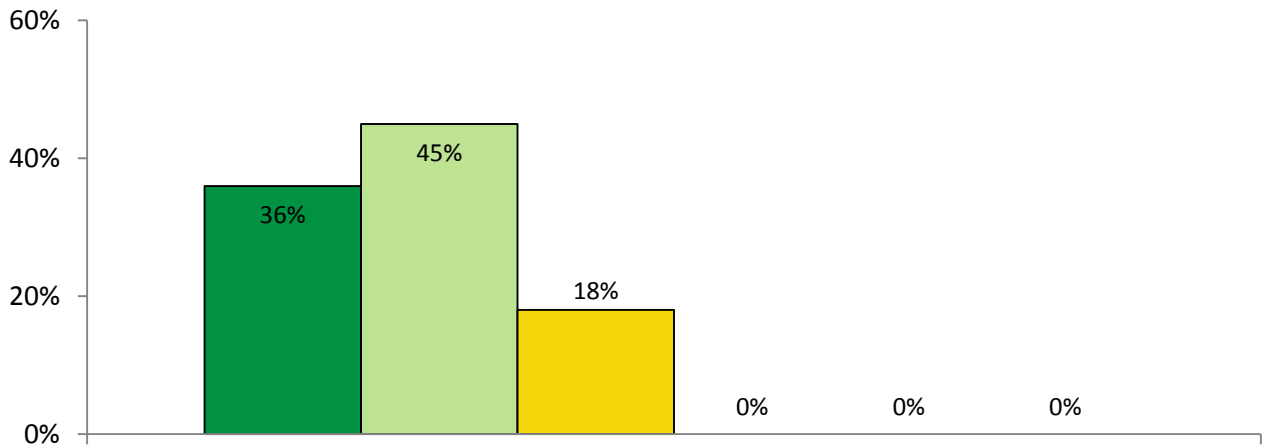
Number of Participants Trained: 73

Program Objectives



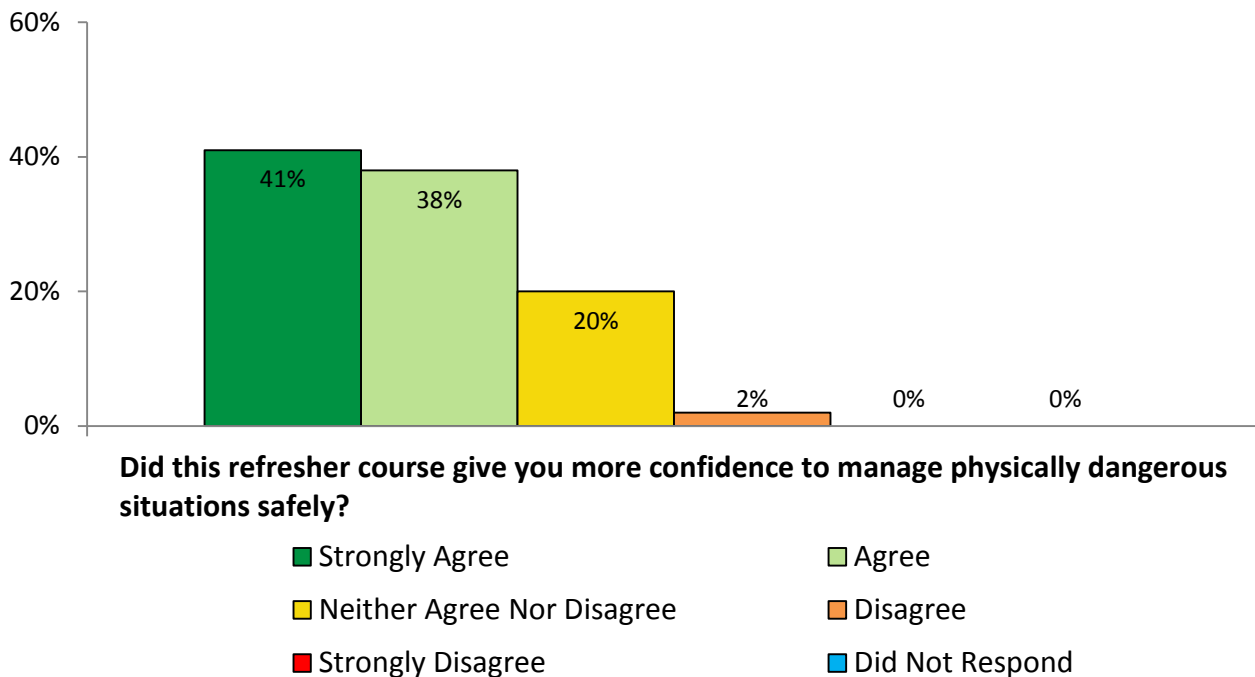
How would you rate the Key Point Refresher program?

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- Did Not Respond

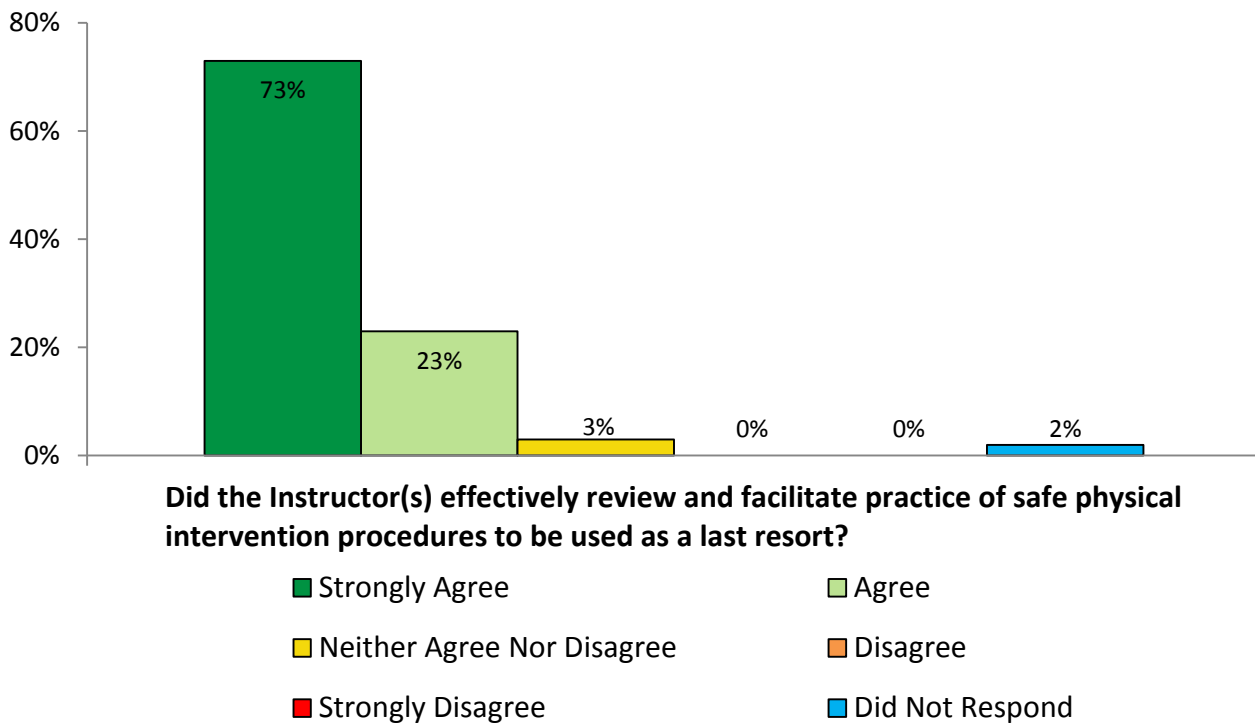


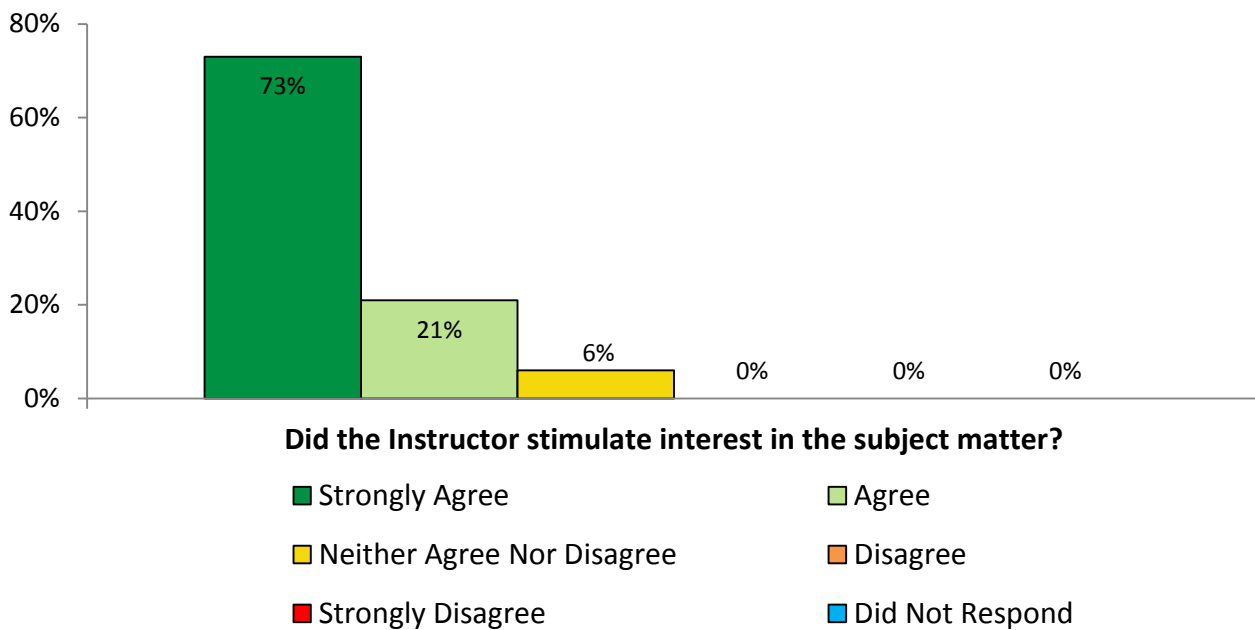
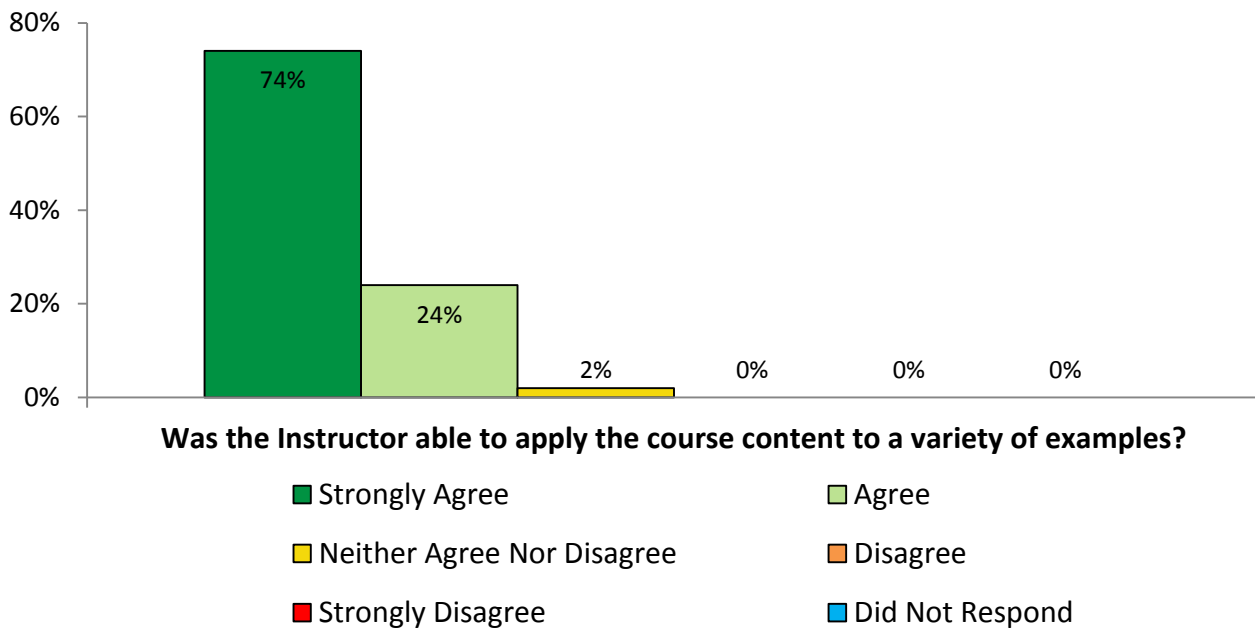
Did this refresher course help you build upon information and skills learned in the Nonviolence Crisis Intervention training program?

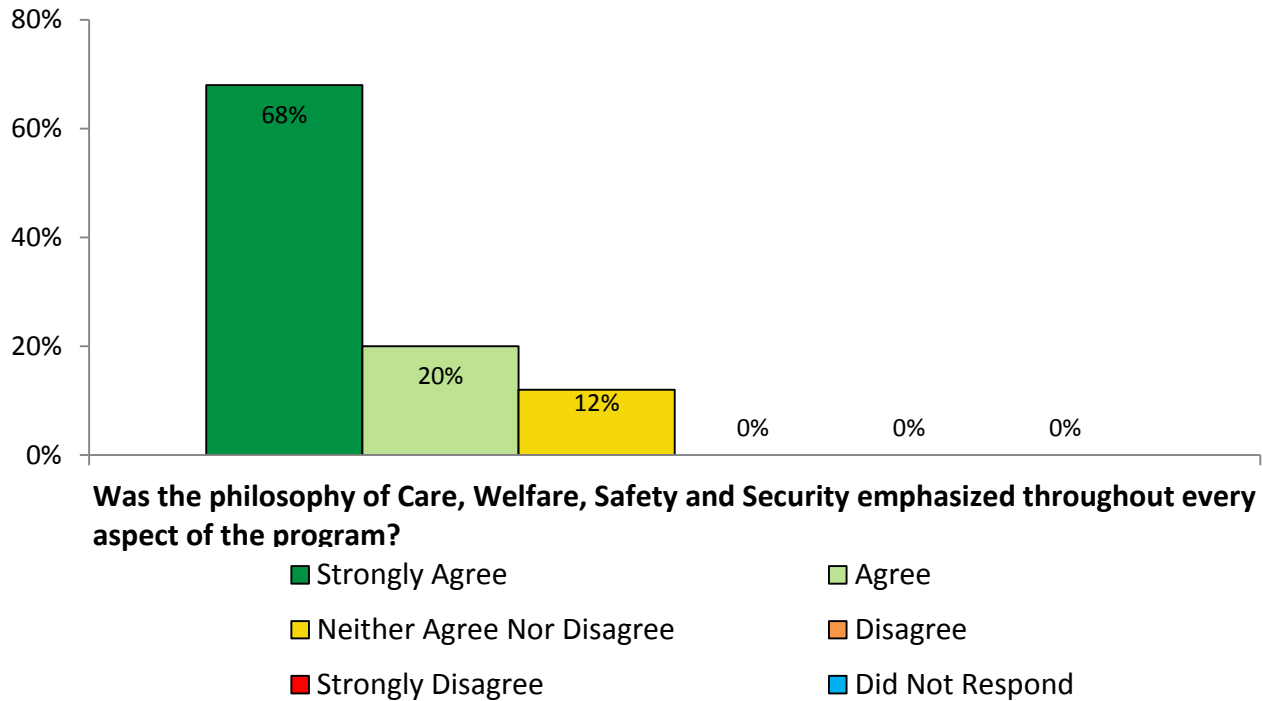
- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- Did Not Respond



Instructor







Content

Which parts of the Key Point Refresher program were most helpful to you?

- Doing/practicing physical personal safety techniques (9 responses)
- All of it (4 responses)
- Examples from presenter (3 responses)
- Verbal de-escalation (3 responses)
- Charts
- Contextual examples, Biologic emotion relationships
- Defensive/directive info is what I will utilize most often in my job
- Discussion
- Discussion on key elements and real life interventions/situations
- Discussions of how to deal with upset clients
- Emphasis on prevention
- Going over info from original training in a way that was easy to follow
- Going over the materials. Not so much role playing
- Good reminder to keep doing what I have already learned about crisis prevention
- Hands on training- hear, see, do
- Hearing about real life work situations in which methods had been helpful. Enjoyed the practice/demonstration of CPI techniques

- How to avoid using non-violent intervention
- Learning about the different types of behavior and appropriate responses
- Open book test
- Prevention of escalations
- Remain calm & supportive
- Remembering what was previously taught and how to use it effectively
- Reminders of psychological aspects rather than focusing primarily on physical aspect
- Reminding me of what process and techniques
- Review of 10 tips for crisis prevention
- Reviewing the importance of team support and plan
- Revisiting the most appropriate intervention
- Techniques
- The CPI person to person acting out person training
- The crisis development models
- The demonstration
- Using the team intervention

How do you think the content could be improved?

- Better video content (7 responses)
- I don't/It was perfect (6 responses)
- Shorten presentation (2 responses)
- Discuss video's using a "What was good?", "What was bad?" approach.
- Dry material, out of date videos, more hands on.
- Excluding short videos and engaging participants for examples
- Get rid of the diamond graph number thing.
- I didn't remember as much as I would have liked from before. Content more intuitive.
- More information on dealing with upset clients. Examples with no escape route (bad contact information when appointment cancelled instead of office mistake).
- On the verbal escalation continuum, the interventions were described in detail, but the steps of continuum were not really defined during the training.
- Share situations as to how it has been used locally- makes it feel more real.
- Some practice with verbal techniques via role play
- Stay more focused on the way class responds.
- Technical terminology re: CPI Course
- The "model" names are easily confused possibly rename to distinguish.
- The organization of the content is somewhat confusing.
- Too many models within models. It all becomes a bunch of pop-psychology clap-trap.

Additional comments (organized by topic):

Content/Curriculum:

- I agree small refreshers on the non-violent crisis exercises should be practiced so we remember during the year
- Program could be shortened to 2-3 hours with a lot less examples

Trainers:

- Instructor was great (11 responses)
- Instructor was knowledgeable/experienced (9 responses)
- Instructor was knowledgeable about subject matter, but had not previewed specific course materials
- Thank you to instructors for taking this on

Facilities:

- May want to have water available
- Room was cold

Overall comments:

- Great refresher course (6 responses)
- Thank you (3 responses)