



## EMPLOYEE ASSISTANCE PROGRAM (EAP) Presents: NONVIOLENT CRISIS INTERVENTION TRAINING PILOT

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**Pilot participants will receive a 50% discount on this training. Opportunities are limited, respond today!**

**Who's Right for this Pilot?** Employees who may come into contact with a confrontational, disruptive, or potentially violent clients, patients, customers, employees, or members of the public in the course of their job duties.

**What Will Participants Learn?** Nonviolent Crisis Intervention is a training developed by the Crisis Prevention Institute, Inc. and implemented by the CCSF EAP counselors. The training includes proven techniques for the prevention, de-escalation and safe management of difficult behavior when personal safety is threatened. At the end of training, employees will:

- Recognize early warning signs that allow for early intervention
- Demonstrate increased confidence and effectiveness in handling confrontational situations
- Handle verbally and physically assaultive episodes with minimal anxiety
- Reduce risk of injury and increase personal safety

**What Does the Pilot Involve?** The pilot has three components that need to be completed within 3-4 months:

1. **Full-day Training** – a one-day training (typically 8:30am to 4:30pm) can accommodate up to 24 participants. The training can be offered onsite at the department or at the HSS Wellness Center.
2. **Follow-Up Problem-Solving Session** – a 30- to 60-minute session with participants 4-6 weeks post training, to focus on applying training skills to specific recent work-related incidents, and to refresh and reinforce main concepts addressed in the training.
3. **Impact Survey** – a comprehensive questionnaire to be completed in the third month regarding the ongoing usefulness and applicability of the skills to their jobs (the survey is available online via Survey Monkey or on paper).

**How Much Does it Cost?** The subsidized rate is \$50/employee if all components are completed within 3-4 months. If either of the last two requirements are not met, the department will not receive the subsidy and will be billed \$100/employee.

**Are there any Other Benefits?** These are both optional.

1. **Pre-training Management Consultation** – EAP can come to the worksite to help the managers align internal policies/protocols with training skills to be learned.
2. **Post-training Management Consultation** – EAP can come to the worksite to debrief results of the Problem-Solving Session and Impact Survey, and to plan action steps based on the results.

**Contact EAP to learn more about this program and how it will help employees 800-795-2351.**