



Non-Violent Crisis Intervention Training

Developed by Crisis Prevention Institute, Inc. & facilitated by an EAP Counselor

Who Is This Training For?

Employee groups that come in contact with confrontational, disruptive or potentially violent clients, patients, customers or patrons in the course of their work duties.

What Will Participants Learn?

- Proven techniques for the prevention, de-escalation and safe management of behavior that threatens personal safety
- How to recognize early warning signs
- How to handle verbal and physical assault with minimal anxiety
- How to reduce the risk of injury and increase personal safety

How Many Employees Can Be In A Training?

A maximum of 24 employees.

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How Long Is This Training?

Phase I – All day training (7 hours with 1 hour lunch) on site at 1145 Market or offsite at your location.

Phase II – 30 to 60 minute follow-up session, 4-6 weeks post training to refresh & reinforce skills learned & address current concerns.

Phase III – Follow-up questionnaire, 12 weeks post training to determine the usefulness of the training & application of learned skills.

Is There A Cost? Yes - \$50 per employee which includes a workbook, all day training, a 30-60 minute follow-up problem-solving session and a post-training management consultation.



How Do I Order This Training?

Contact Employee Assistance for a consultation to determine if this training is right for your group.

415-554-0610 or 800-795-2351
