**Crisis prevention and intervention**

**PURPOSE:** To provide UHB staff with the requisite knowledge and skills to identify and deescalate crisis situations.

**OBJECTIVES:**

1. Identify the 4 behavior levels of the CPI Crisis Development Model℠.
2. Depict nonverbal elements of communication that can significantly impact a crisis situation.
3. Discuss how the delivery of a verbal statement is more important than the actual words used.
4. Identify and apply verbal techniques and effective listening strategies that can help de-escalate a crisis situation and prevent acting-out behavior.
5. Identify underlying factors that may lead to acting-out behaviors and explore value of understanding aspects of antecedent behaviors to help staff maintain a professional attitude.
6. List the causes of fear and anxiety in order to maximize the effectiveness of the interventions utilized during a crisis.
7. Demonstrate and apply the principles and personal safety techniques to avoid injury.
8. Demonstrate team intervention strategies and techniques.
9. Demonstrate “real-life” scenarios to apply program information in order to develop an understanding of the point of view of the individual in crisis.
10. Describe the method to re-establish and maintain rapport after a crisis experience.

**TARGET AUDIENCE:** UHB staff.

**PREREQUISITES:** None.

**FACILITATORS:** Donareen Denny, MSN, RN, CCRN (Program Leader)
Certified Crisis Prevention Instructors

**2013 CLASS SCHEDULE:**

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CONTACT HOURS: 8.0

REGISTRATION: Please call Nursing Education/Institute of Continuous Learning at 718-270-2983 Monday – Friday between 8:30AM and 5PM.