

CRISIS PREVENTION AND INTERVENTION

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

- OBJECTIVES:**
1. Identify the 4 behavior levels of the CPI Crisis Development ModelSM.
 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

2009 CLASS SCHEDULE:

DATE	TIME	LOCATION
May 8	9 AM - 5 PM	STUDENT CENTER
June 5	9 AM - 5 PM	STUDENT CENTER
July 30	9 AM - 5 PM	STUDENT CENTER
August 28	9 AM - 5 PM	STUDENT CENTER
September 18	9 AM - 5 PM	STUDENT CENTER
October 23	9 AM - 5 PM	STUDENT CENTER
November 20	9 AM - 5 PM	STUDENT CENTER
December 17	9 AM - 5 PM	STUDENT CENTER

CONTACT HOURS: 8.0

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