



How We Train

Explore the CPI training methods and the options available for initiating CPI training in your organisation.

Train the Trainer

How it works

“Train the trainer” is the primary method that Crisis Prevention Institute uses to bring de-escalation and behaviour management skills to your organisation.

Grounded in principles of adult learning theory, our training establishes on-site advisors and coaches, called **Certified Instructors**, through our **Instructor Certification Programme**.

1

We Train You

Our **Global Professional Instructors** (GPI's) - CPI employees whose sole purpose is to train - will effectively train your nominated Certified Instructors.

2

You Train Your Staff

Once Certified Instructors complete their training programmes, CPI gives them the support to train their colleagues using CPI-supplied materials, such as electronic presentations, instructor guides, and workbooks.

Certified Instructors also have access to CPI Training Development Consultants during normal business hours to answer questions and provide guidance.

3

Your Staff Gain Skills and Confidence

By training Certified Instructors to focus on changing the behaviours of the professionals they work alongside, CPI equips them with the principles and skills they need to effectively address crisis situations throughout your organisation.

You Renew Your Training

Training is not a one-time event. CPI recommends that Certified Instructors teach their programmes at least one time each year to maintain content familiarity and facilitation skills.

In addition, Certified Instructors are expected to regularly review and renew their own training to build proficiency, prevent training drift, and update their knowledge.

Certified Instructors can attend refresher trainings for their programme at any time prior to their renewal dates set out at time of booking.

Training Options



Instructor Certification Programme

A CPI Global Professional Instructor comes to your organisation, or a nearby offsite location, to train your designated Certified Instructors.

OR



Direct Delivery

A CPI Global Professional Instructor serves in the role of Certified Instructor and trains your organisation directly in the selected programme.

Benefits	Instructor Certification Programme (Train the Trainer)	Direct Delivery
High-quality training led by CPI Global Professional Instructors.	✓	✓
Risk-assessed interventions.	✓	✓
Respect of the <i>Care, Welfare, Safety, and SecuritySM</i> of users and staff.	✓	✓
Flexibility on where, when, and how often training occurs.	✓	
The Certified Instructor can deliver appropriate sections of the training based on the needs of the audience.	✓	
Scalability: Trained Certified Instructors can then train the rest of the organisation.	✓	
A solid return on your investment: In addition to providing training, Certified Instructors become internal experts who can provide immediate advice and take part in defining and initiating future violence prevention efforts.	✓	
Certified Instructors can refresh and update their training and receive mentoring from CPI Global Professional Instructors.	✓	

Selecting Certified Instructors

Before a training programme begins, CPI recommends that organisations take time to carefully consider which candidates are best suited to participate in the Instructor Certification Programme.

- These employees will have a significant impact on the overall success of the CPI training programme at an organisation.
- Their attitude will help set the tone for everyone who participates in this training.

Likewise, organisations should be prepared to commit to providing sufficient time and resources to support these candidates in the role as Certified Instructors.



Characteristics of Effective Certified Instructors

✔ Professional Attitude

Does the candidate's overall professional attitude reflect a philosophy of *Care, Welfare, Safety, and SecuritySM* toward coworkers?

✔ Appropriate Knowledge Base

Does the candidate have a good understanding of your organisation's policies and procedures and/or licensing regulations?

✔ Physical and Verbal Competency

Does the candidate demonstrate an interest in the early prevention and management of challenging behaviours?

✔ Presentation Skills

Can the candidate clearly communicate with groups and individuals?

✔ Availability

Can the candidate commit to both the initial certification process and training their colleagues throughout the year?

Customer Experiences



“The training has been really well received so far. It’s giving all the adults in the school the extra tools and skills they need as well as better understanding. It shows them why we do things the way we do and retrains the brain for the responses to become second nature.”

– ANGIE ATKINSON, INCLUSION AND WELLBEING MANAGER, LADYGROVE PRIMARY SCHOOL, TELFORD, SHROPSHIRE, ENGLAND



“CPI’s customer support is excellent; follow up workshops with both the Certified Instructors and Board members of the Outcomes First Group have been delivered across the organisation, ensuring all staff are fully equipped with these essential skills.”

– SAM RENNELS, NATIONAL WELLBEING MANAGER, OUTCOMES FIRST GROUP LTD., BOLTON, GREATER MANCHESTER, ENGLAND



“The aftercare support for myself has been second to none; when I have had queries or questions, I have had immediate responses via email, organised Teams calls, providing me with resources to name a few.”

– LAUREN CLARK, CARE MANAGER, THE CARE PARTNERSHIP (SOUTH WEST) LTD., TAUNTON, SOMERSET, ENGLAND



“It helps us as a professional service to facilitate schools to create supportive plans rather than to discuss problematic behaviours without solutions.”

– GWYNEDD & ISLE OF ANGLESEY COUNTY COUNCILS, WALES

FOLLOW US ON    