



*City of Arts & Innovation*

# Board of Library Trustees

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**TO: BOARD OF LIBRARY TRUSTEES** **DATE: MAY 10, 2021**  
**FROM: RIVERSIDE PUBLIC LIBRARY** **WARDS: ALL**  
**SUBJECT: CRISIS PREVENTION INSTITUTE, VERBAL INTERVENTION STAFF TRAINING UPDATE**

## **ISSUE:**

Receive an update on Crisis Prevention Institute, Verbal Intervention staff training for Branch Supervisors to learn skills and techniques on how to handle and deescalate crisis situations.

## **RECOMMENDATION:**

That the Board of Library Trustees receive an update on the Crisis Prevention Institute, Verbal Intervention staff training.

## **BACKGROUND:**

The Crisis Prevention Institute (CPI), teaches professionals from a wide variety of fields on crisis prevention and how to identify, prevent, and deescalate crises in the workplace. Their Mission statement is: "We teach the world that by combining the right skills with dignity and respect, you create well-being throughout the workplace and beyond."

## **DISCUSSION:**

On Friday, March 12, 2021, six Library supervisors attended an online Zoom training, "CPI: Verbal Intervention Training". The purpose of the training was for staff to practice intervention strategies and learn techniques to help deescalate crisis situations. Staff learned to identify words, actions, and behaviors that may lead to a crisis and how to deescalate these situations. Crisis situations can develop with customers as well as with staff and it is essential supervisors are prepared to address these incidents when they arise. The training also taught supervisors how to use words and calm demeanor to redirect crisis situations at various levels and move towards the goal of tension reduction.

This program was offered free of charge through the California Library Learns, a division of California State Library, California State Library, and in part the U.S. Institute of Museum and Library Services.

**FISCAL IMPACT:**

There is no fiscal impact associated with this report.

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Attachment: Presentation