

## **STAFF DEVELOPMENT: CPI VERBAL INTERVENTION TRAINING**

**Riverside Public Library  
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Library Board of Trustees  
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1

## **CRISIS PREVENTION INSTITUTE (CPI): VERBAL INTERVENTION TRAINING**

1. March 12, 2021
2. Six Branch Supervisors attended this training and completed prerequisite course
3. Learned skills and approaches to help deescalate crisis situations



2

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2

## Objectives of this CPI Training:

1. Build an effective culture of safety
2. How to manage your own consistent calm behavior
3. Learn safety intervention strategies
4. Develop limit-setting strategies

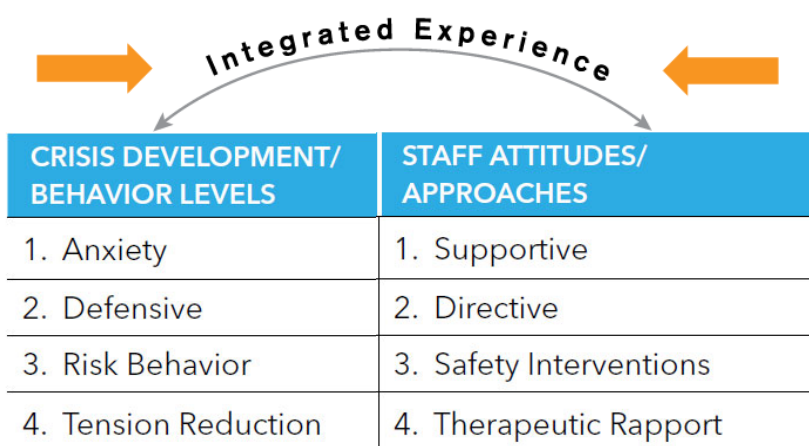


3

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## CPI COURSE FRAMEWORK



4

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## Key Takeaways from this training:

1. How to identify behaviors that indicate an escalating situation
2. Appropriate and effective approaches to crisis behavior and situations
3. How to set appropriate, respectful, and achievable limits
4. When possible, practice difficult conversations ahead of time
5. How to lead a crisis situation towards:
  1. tension reduction
  2. therapeutic rapport (re-establishing the relationship)



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## Example of Crisis scenarios in the library:

1. Upset customers
2. Staff disciplinary conversations
3. Excluded customer
4. Misunderstandings/conflicts



6

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# Questions?



7

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