
Subject:

FW: Online Training: Verbal De-Escalation Training Requirement

Attachments:

IMP Crisis Prevention PreIntervention Using Verbal De-Escalation.pdf

Hello

Please see attached information regarding *Crisis Prevention: Pre-Intervention Using Verbal De-Escalation Training* – online. *****This has replaced SCCMHA NAPPi Verbal De-Escalation Training and Physical Intervention for Protection/Verbal De-escalation Training while we are still in the midst of COVID-19.**

This particular training is provided online through www.improvingMIpractices.org and is self-paced. There is a test at the end. Please prepare for spending 35 minutes to 1 hour within this training.

Verbal De-Escalation training is required for NEW staff or staff who have not yet met the ONE TIME Training Requirement:

Case Managers, Support Coordinators, Homebased Staff, Therapists, Wraparound Staff, TAY, Case Holders, ACT staff, SC Supervisors, Outpatient Supervisors, Crisis Staff, CAI staff, MUTT Staff, Autism BCBA/QBHP/BCaBA, Secondary Case Holders (*Supported Employment Specialists, HRC Coordinator, HRC Outreach Specialists, CAI Family Guide*), Clubhouse Staff, Drop-In Staff, Customer Service, Peer Support Specialists, Parent Support Partners, Autism Behavior Technicians, Community Living Support Staff, Respite Staff, Direct Care/AFC Staff and Self-Determination Staff (Fiscal Intermediary).

****Contracted Autism providers: please contact the Continuing Education Department if you have any questions about meeting this requirement.**



This is a one-time training unless your supervisor has requested you take the training again. You DO NOT NEED to take this training if you have already taken it in the past and it is marked with a completion date on your training report.

Thank you,



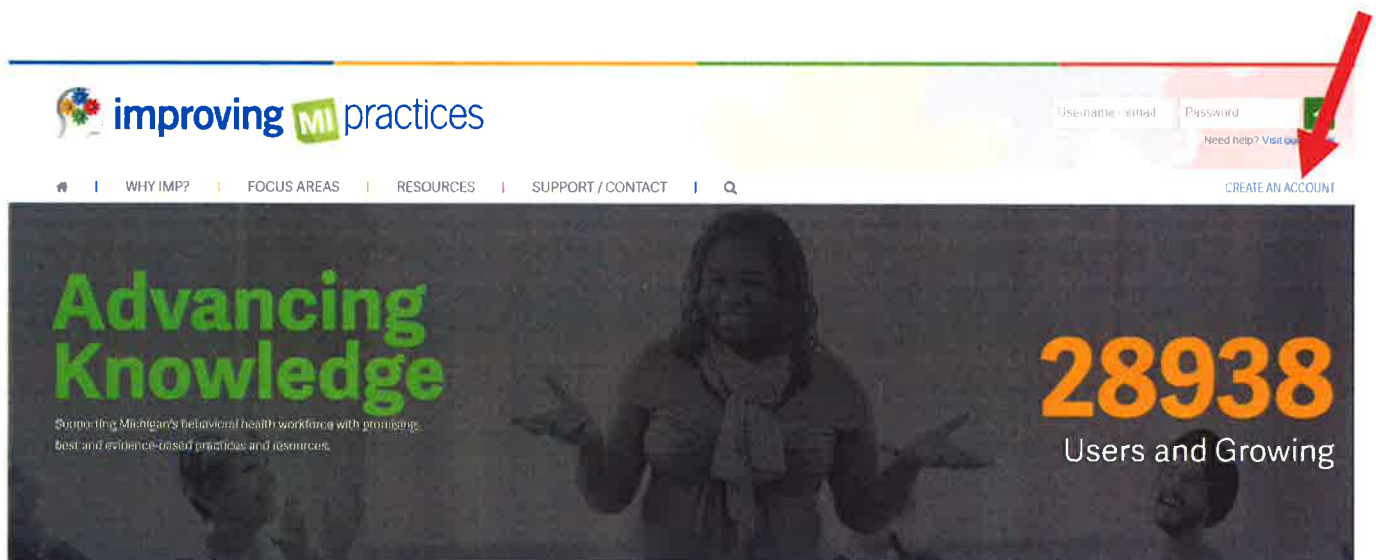
Navigating ImprovingMIpractices.org

Online Training

Crisis Prevention: Pre-Intervention Using Verbal De-Escalation

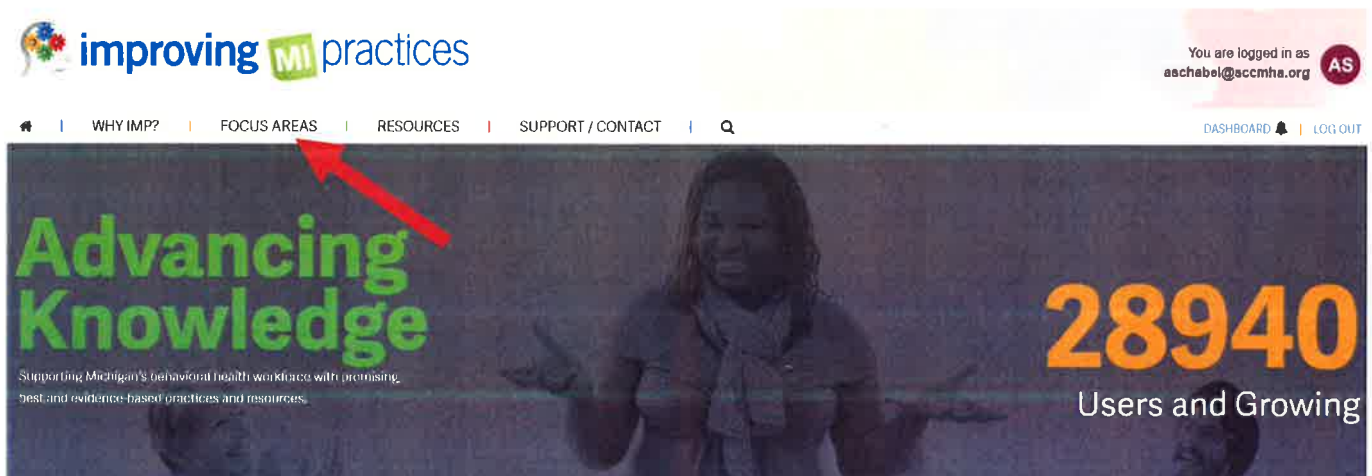
Please allow for approximately 35 minutes to complete the training portion and an additional 15-25 minutes to take the quiz. Total training time = approximately 50 minutes to 1 hour.

Choose this link: [improvingMIpractices](https://improvingMIpractices.org) and you should be directed to this screen:

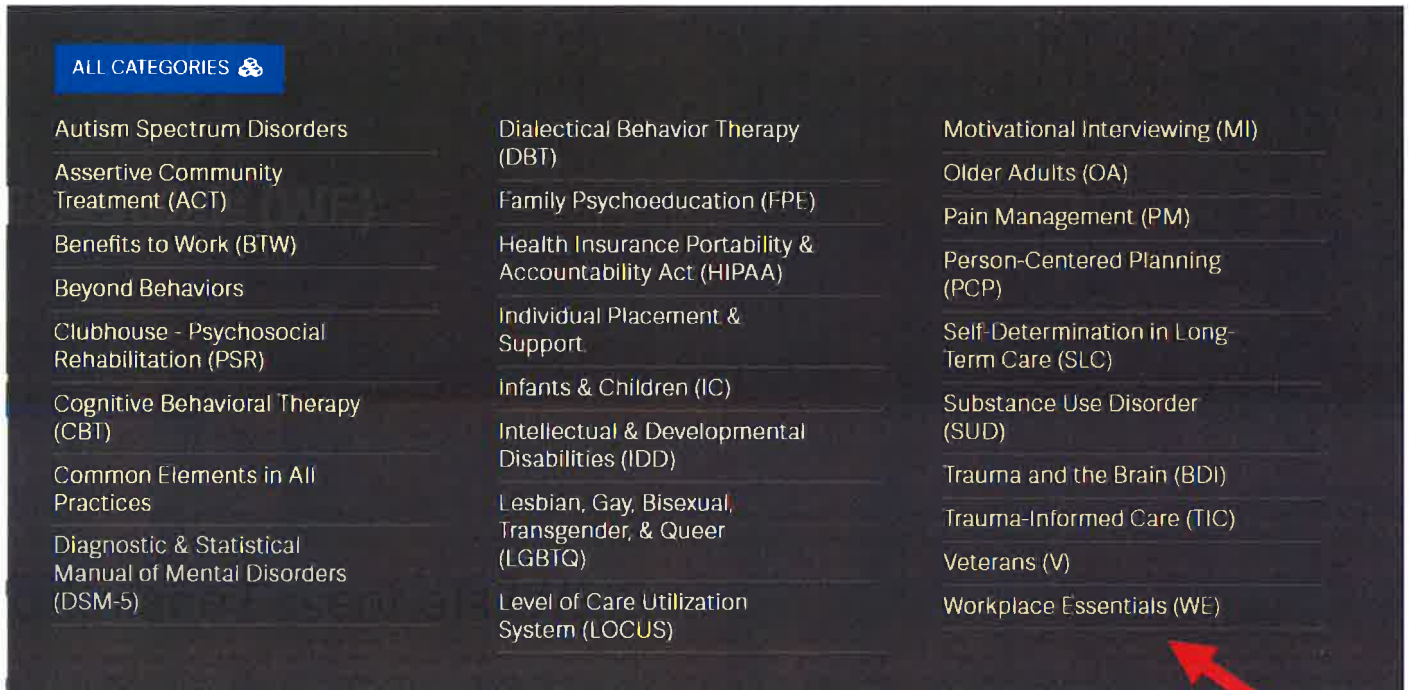


Choose **"Create an Account"** in the top right corner and follow the steps to create a new account

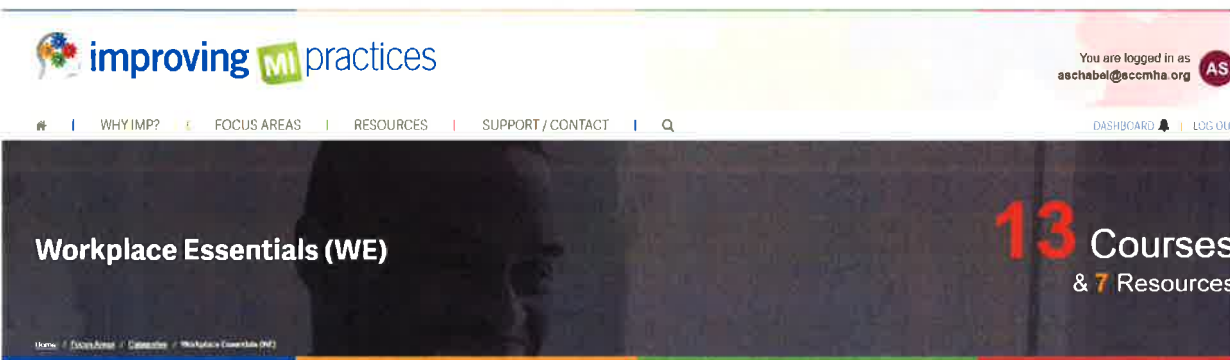
After you have created a log in, you should see a screen similar to this. Choose **Focus Areas** icon at the top left of the screen



A drop down with several course categories should appear. Scroll down and over to **Workplace Essentials (WE)**



You should be directed to a screen like this. Scroll down to **All Courses in Workplace Essentials (WE)** and choose **Crisis Prevention**



What are Workplace Essentials (WE)?

The courses available in the Workplace Essentials (WE) category provide best practices in the workplace. They cover workplace incident topics like assessing behaviors, techniques on prevention, and responding to workplace incidents. These WE courses are important for individual employees, but also those employees that are at the managerial and supervisory levels to ensure a safe and secure environment. Other topics covered in these WE courses are crisis prevention through verbal de-escalation, workplace violence prevention, and responding to an event.

13 Courses in Workplace Essentials (WE)

Show [All Courses](#) [MCBAP Specific](#) [MCBAP Related](#) [Social Work \(MI-CEC\) Credit](#)



Crisis Prevention

This training will educate participants on ways in which to handle conflict by utilizing verbal de-escalation and conflict resolution techniques.



Workplace Violence Training

This training will educate participants about the critical nature of a workplace violence incident and the importance of recognizing the signs and symptoms.



Anti-Harassment & Non-Discrimination Training for Employees

This training provides an overview of workplace anti-harassment and non-discrimination including the types of harassment and examples of their harassment methods.

WORKPL
HARASSM!

Anti-Harassment & Non-Discrimination Training for Leaders

This training offers clear guidance for supervisors and leaders on harassment and discrimination in the workplace including how to recognize and prevent.

***PLEASE NOTE:** this course uses a situation related to Juvenile Justice. This is only an example and does not mean the training *only* relates to Juvenile Justice.

As well, please be mindful there is some strong language used within the videos.

You should be directed to a screen which looks like this, choose the **green box: TAKE THIS COURSE**

The screenshot shows the 'improving MI practices' website. The main navigation bar includes 'WHY IMP?', 'FOCUS AREAS', 'RESOURCES', 'SUPPORT / CONTACT', and a search icon. The featured course is 'Crisis Prevention: Pre-intervention Using Verbal De-Escalation'. Below the course title, there is a 'Course Overview' section with a red arrow pointing to it. The overview text describes the training's focus on verbal de-escalation and conflict resolution techniques. At the bottom of the overview, there is a green button labeled 'TAKE THIS COURSE +'. The course details listed are: Duration: 0.5 hour, Credit Hours: MCBAP-R (0.0) MCBAP-S (0.0) MI-CEC (0.0).

Course Overview

This training will educate participants on ways in which to handle conflict by utilizing verbal de-escalation and conflict resolution techniques. The useful tools shared throughout the training will also assist in preventing situations from occurring in the juvenile justice system.

Duration: 0.5 hour Credit Hours: MCBAP-R (0.0) MCBAP-S (0.0) MI-CEC (0.0)

[TAKE THIS COURSE +](#)

Scroll down to **Module 1** in blue and choose it. There should then be a red “start module” button and you will need to follow all directions to complete the entire module 1.



Course Overview

This training will educate participants about ways in which to handle conflict by utilizing verbal de-escalation and conflict resolution techniques. The useful tools identified throughout the training will also assist in preventing situations from occurring in the juvenile justice system.

This course will be updated in the near future to address current accessibility standards. If you are unable to access the content in this section, please contact the imp support team for assistance.

Duration: 0.5 hour **Credit Hours:** MCBAP-R (0.0), MCBAP-S (0.0), MI-CEC (0.0)

Course Material

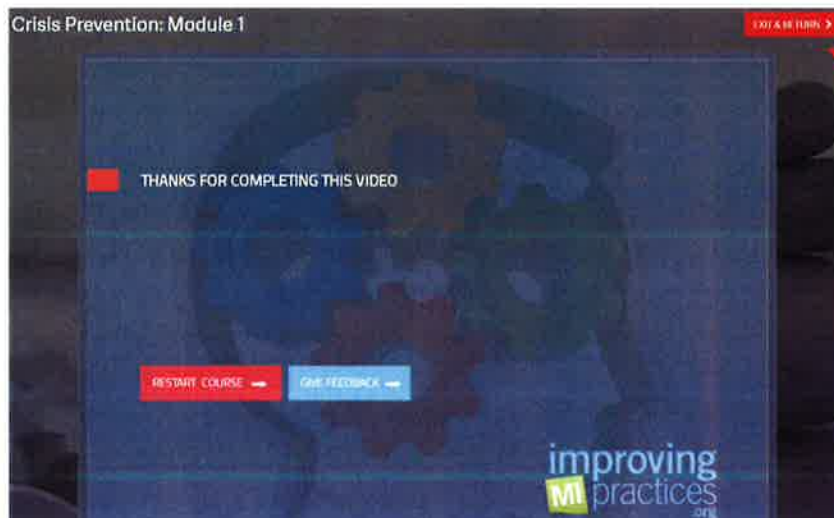
Lesson 1

Module 1



There should then be a red “start module” button and you will need to follow all directions to complete the entire module 1.

Once the video is complete choose Exit & Return in the top right corner



Lesson 1 should now be marked as complete and you should see Module 2 in blue –choose that

Course Material

Lesson 1

Lesson 2

Module 2

There should then be a red “start module” button and you will need to follow all directions to complete the entire module 2. *The quiz is at the end of this module. **BE SURE** to choose “Next” after the video is complete. This will issue you a code to take the quiz.

The code you need will appear in a YELLOW BOX, ***write that code down!***

Next choose the red “Exit & Return’ box at the top left of the screen

**You are restricted from completing quizzes until you move through the modules as you are directed. You will not be able to take a quiz before completing the module.*

You should be taken back to this screen. And there should now be a BLUE quiz option. It states you are only allowed 2 attempts to complete and pass. You will need to review the entire training if you do not pass in 2 attempts.

The screenshot shows the 'improving practices' website interface. At the top, there is a navigation bar with links for 'WHY IMP?', 'FOCUS AREAS', 'RESOURCES', and 'SUPPORT / CONTACT'. The main header features the course title 'Crisis Prevention' and the subtitle 'Pre-Intervention Using Verbal De-Escalation'. Below this, there are sections for 'Course Overview', 'Course Progress', and 'About the Content Expert(s)'. The 'Course Overview' section includes a description of the training, its duration (0.5 hour), and credit hours. The 'Course Progress' section shows a progress bar at 90% and a 'Get Quiz' button. The 'About the Content Expert(s)' section features a profile for Daniel Z. Blackburn, CEO of PRAT LLC. On the left side, there is a 'Course Material' list with 'Lesson 1' and 'Lesson 2' marked as complete, and a 'Quiz' option with a red arrow pointing to it. The 'Quiz' option indicates '0 Quiz Attempts: 0/2'.

*You do have the option to save your answers and return to complete if need be. See the **GREEN** Save Progress button in the top right corner. Once you have answered all 10 questions choose **BLUE Finish Attempt** button at the top right or bottom right of your screen. You will then be asked to Confirm your attempt by choosing the **GREEN** Confirm button at the top right of the screen.

You will immediately be notified of your score—pass or fail.

If you passed: You should then be taken back to the main screen. You will notice a **green** check mark by all the modules and the quiz sections.

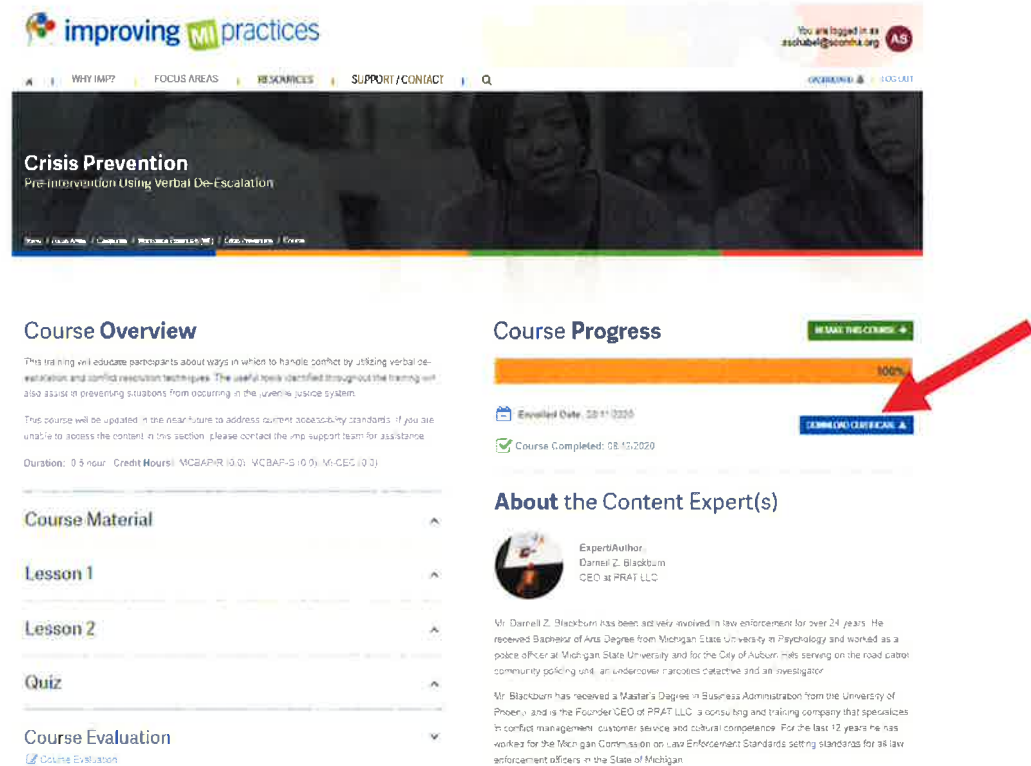
If you failed you can choose the **GREEN Retake this Course button around middle right of the screen and follow all directions until you pass.*

Once you passed the quiz, now you will choose **Course Evaluation** in **blue**

**You are required to complete an evaluation in order to receive credit for completion*

The screenshot displays the 'improving MI practices' website interface. At the top, there is a navigation menu with links for 'WHY IMP?', 'FOCUS AREAS', 'RESOURCES', and 'SUPPORT / CONTACT'. A user is logged in as 'aschabel@scerris.org'. The main content area features a banner for 'Crisis Prevention: Pre-Intervention Using Verbal De-Escalation'. Below the banner, the 'Course Overview' section provides details about the training, including its duration (0.5 hour) and credit hours. A 'Course Material' list shows 'Lesson 1', 'Lesson 2', and 'Quiz' all with green checkmarks, and 'Course Evaluation' with a blue checkmark and a red arrow pointing to it. The 'Course Progress' section shows a 75% completion bar and a 'Certificate' button. The 'About the Content Expert(s)' section introduces Darrell Z. Blackburn, CEO at PRAT LLC, with a brief biography.

Once you have completed the evaluation, you will be directed back to the main screen where now you can save and/or print your certificate of completion under the *Course Progress* section on the right. Choose the **BLUE Download Certificate** icon



FINAL STEP: You are required to print or save a copy of the certificate in order to submit to SCCMHA Continuing Education Unit to confirm completion. ***You are to submit a copy of the certificate or submit a copy of your transcript which identifies completion directly to the Continuing Education Unit via email: registrations@sccmha.org or fax to 989-498-4219.*** (If you need to submit your transcript:: choose *Dashboards* just under your log in credentials. Then see **Transcript** section to the right of your screen. Choose **BLUE Full Transcript** button and that will allow you to download the course you completed in case you couldn't get a certificate to load and/or print).

****SCCMHA is not responsible for maintenance of this website. If you experience any technical difficulties, please use the Support/Contact button at the top of the webpage**