Package 1: $1000

Half-day of training (three-hour workshop) offered at flexible times, also known as
Tools for Defusing and Deescalating Crisis

We will cover:

- Gaining an enhanced awareness of the bio physiology of crisis, stress, trauma, and the role this plays in defusing crisis
- Gaining an enhanced understanding of compassionate listening, non-violent communication, and assessment
- Be introduced to a five-step strategy for crisis intervention
- Learning how to facilitate the development of a short-term plan for a person in crisis
- Identifying planning strategies and referral options

Package 2: $2000

One full day of training (9 am to 4 pm) with a 40-minute lunch break and two 10-minute breaks

We will cover:

- The definitions of crisis and how crisis intervention differs from long-term support
- Our attitudes and the way we feel about people in crisis, trauma, and mental health
- How to shift from an *at risk* paradigm to an *at promise* approach
- The bio-physiology of crisis and empathy
- The tools and strategies for efficiently deescalating and defusing crisis
- Non violent communication
- Listening beneath issues (compassionate listening)
- 3-step Crisis Helping Model

Package 3: $3000

One full day of training (9 am to 4 pm) with a 40-minute lunch break and two 10-minute breaks, and one half-day of training (9 am to 12 noon) with one 10-minute break

We will cover:

- The definitions of crisis and how crisis intervention differs from long term support
- Our attitudes and the way we feel about people in crisis, trauma, and mental health
- How to shift from an *at risk* paradigm to an *at promise* approach
- The bio-physiology of crisis and empathy
- The tools and strategies for efficiently deescalating and defusing crisis
- Non violent communication
- Listening beneath issues (compassionate listening)
- 3-step Crisis Helping Model
- Understand the limits and boundaries when working with people in crisis.
- Learn trauma informed tools for working with "Crisis Oriented Clients"
- Boundary setting models
- Self-reflection

Vancouver Island Crisis Society
www.vicrisis.ca

CIST
Crisis Intervention Skills Training
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Choose one of four CIST workshop lengths to suit your agency's or enterprise's needs at the location of your choice

Package 4: $4000

Two full days of training (9 am to 4 pm, both days)

We will cover:

- The definitions of crisis and how crisis intervention differs from long term support
- Our attitudes and the way we feel about people in crisis, trauma, and mental health
- How to shift from an *at risk* paradigm to an *at promise* approach
- The bio-physiology of crisis and empathy
- The tools and strategies for efficiently deescalating and defusing crisis
- Non violent communication
- Listening beneath issues (compassionate listening)
- 3-step Crisis Helping Model
- Understanding the limits and boundaries when working with people in crisis
- Learning trauma-informed tools for working with "Crisis Oriented Clients"
- Boundary setting models
- Self-reflection
- How to recognize someone struggling with thoughts of suicide
- How to respond to someone struggling with thoughts of suicide
- How to use the Crisis Helping Model to help someone who is thinking about suicide
- Community Resources
- Self-care