



### Package 1: \$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 2: \$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

### Package 3: \$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



**Choose one of three CIST workshop lengths to suit your agency's or enterprise's needs at the location of your choice**

