

## **BUILDING SKILLS FOR CRISIS INTERVENTION TEAMS**

The Building Skills for Crisis Intervention Teams training program has been designed to provide participants with direct application and practice of skills for crisis intervention techniques. The program emphasizes a broadening of the knowledge base concerning critical incident stress interventions as well as the practice of each application. Upon completion, participants will be able to: Demonstrate skills in organizing appropriate CISM responses and conducting Crisis Management Briefings; Participate as both a team member and a participant of an event; Identify and plan appropriate CISM activities for a variety of incidents; and, demonstrate an understanding of CISM principles.

This program has been developed for Employee Assistance Programs, human resources staff, public safety personnel, mental health professionals, chaplains, paramedics, firefighters, physicians, police officers, nurses, dispatchers, airline personnel and disaster workers to increase mastery and confidence in the skills learned during the CISM: Group Intervention CISM: Individual Crisis Intervention, CISM: Advanced Crisis Intervention, and Strategic Response to Crisis courses. It will also be useful for those who are working extensively with traumatized victims from various walks of life.

### **Learning Objectives:**

1. To increase and practice skills in organizing a response, selecting the appropriate responses, conducting Crisis Management Briefings, One-on-Ones, Defusings, and CISDs, through practicing in a variety of situations
2. To participate as both a team member and a "victim" of an event
3. To identify and plan appropriate CISM activities for a variety of incidents
4. To identify and use a range of CISM techniques within the CISM processes, e.g.,
  - Active listening skills
  - Facilitating comments and questions
  - Listening for themes
  - Handling difficult situations
5. To deepen the participants understanding of CISM principles
6. To put into practice the "Teaching" phases in each type of CISM response and to ensure that they are appropriate for the issues of the event

### **Continuing Education Credits for Social Work Licensing:**

Kantu Consultants, LLC, provider number 1138, is approved as a provider for social work continuing education by the Association of Social Work Boards (ASWB) [www.aswb.org](http://www.aswb.org), through the Approved Continuing Education (ACE) program. Kantu Consultants, LLC maintains responsibility for the program.

Social Workers completing this course will receive 13 continuing education credits.

### **General Continuing Education Credits:**

*14 Contact Hours; 14 CE Credits for Psychologists; 14 PDHs for EAPs; 14 CE Hours for Calif. MFTs & LCSWs; 16.8 Nursing Hours; OR 1.4 general CEUs from University of Maryland Baltimore County*

## **Daily Agenda:**

### **Day One: 8:30 to 4:30**

- Review of the phases and purposes of CI activities
- Practice Organizing a Response
- Practice CMB
- Review the “themes heard” and techniques used
- Listening techniques and role plays, video clips and discussion
- Practice of One-on-One skills

### **Day Two: 8:30 to 4:30**

- Review of Defusing steps and purposes
- Practice Defusing
- Review of CISD steps
- Practice tabletop CISD and process the experience
- Review the “themes heard” and techniques used
- Identify alternative techniques to accomplish the goals of a CISD

## **Assignments:**

Participants are expected to actively engage in dialogue with the instructors and other participants during interactive segments of the course.

## **Evaluation:**

There will be an opportunity for the participants to complete an evaluation of the course and the instructor. Depending on the requirements of the hosting organization, there may be a short post-test of the material at the end of the seminar.

## **Problems with this Workshop:**

If you have any issues with the way in which this training was conducted or other problems, you may note that on your evaluation of the training, you may talk directly to instructor, or you may contact us through our web page ([www.Kantu.org](http://www.Kantu.org)) for resolution.