

CEU Reference Document

Course Name: Crisis Intervention Part 1 & 2 TRN-WEBCI-875

Course Type: Webinar In-Person Training E-Learning

Length of Course/Session: 6.0 hours (Part 1 - 3.0 hours; Part 2 - 3.0 hours)

Date of Course/Session:

Course Description:

In an escalating situation, minutes matter. Attending this two-part course will give you the knowledge, practice, and confidence to de-escalate behaviour effectively. This interactive training includes skill practice activities related to de-escalating crisis situations and behaviors. By the end of training, participants will be able to: identify crisis characteristics and the warning signs of an escalating situation; apply techniques for preventing and de-escalating crisis situations and behavior; examine a four-step approach for responding to crisis situations involving challenging behaviour; identify and discuss ways of staying safe; and discuss roles during crisis situations.

Speaker Profile:

Crystal Dolliver is a certified Mental Health First Aid instructor with over 17 years facilitating courses including resilience, mental health, suicide prevention, leadership, ethics, and team health. Her professional experience includes coaching individuals to understand themselves, build resilience, and reach their potential. Crystal has various areas of expertise including Motivational Interviewing (MI), Ethics, Crisis Intervention, Suicide Awareness and Prevention, and Accessibility in the Workplace (AODA), as well as many other corporate training offerings. She encourages and creates safe learning spaces where warmth, humour, and openness in sharing exists.

This course has preapproved CEUs from:

The College of Vocational Rehabilitation Professionals VRA Canada

Number of CEUs Approved: 6.0

Area of Focus: 3G

Preapproval Codes:

Part 1: 23270 Part 2: 23271

For Verification of Attendance: Please print course certificate