

# Are Your Employees Prepared To Handle Aggressive Individuals or Crisis Situations?



**Crisis Consultant Group, LLC** (CCG) is a company built on first-hand experience dealing with crisis and emergency situations in a myriad of settings. A veteran-owned and operated company with programs utilized in 25 states across the country, we are **dedicated to providing the safest, most effective and realistic crisis intervention training** in the industry.

The primary focus of all training curriculum is on **recognizing early warning signs** in order to effectively intervene early and prevent crisis situations from escalating. Our proven techniques and interventions transform organizations while **creating more self-assured, confident staff** that feel empowered to intervene with challenging or potentially violent situations.

All of our programs are developed and taught by Certified Trainers with over four decades of combined experience in the fields of mental health and rehabilitation, education, risk management, law enforcement, military and customer service.

## **Crisis Consultant Group, LLC**

Based in Richmond, VA A veteran owned small business

Better Business Bureau Rating "A+"

DUNS: 804280969

Federal CAGE Code: 6UF57

Toll Free: 1-866-899-2234

[www.crisisconsultantgroup.com](http://www.crisisconsultantgroup.com)

— Learn How. Know When. —



## Why CCG?

By choosing CCG, you are deciding that safety, respect, dignity, and confidence in dealing with crisis situations are important values to instill and practice daily in your workplace. With that choice, CCG will train, support, encourage, and assist your company by providing expert professionals to provide the training. By choosing CCG, you are committing to providing your company with the most effective crisis intervention program in the industry. Your staff will feel more confident and prepared to intervene when faced with crisis situations. In addition, you are investing in your company, your staff, and most importantly the individuals you serve.

### Proven Success

CCG's curriculum has been proven to increase and improve staff and client safety, interdepartmental communication, and confidence when facing crisis situations. Furthermore, current clients report a significant decrease in the number of holds performed, sustained injuries, and work workman's compensation claims. One client reported:

- 42% decrease in reported client injuries
- 35% decrease in reported staff injuries
- 63% reduction in the number of minutes in a hold/restraint
- 45% reduction in the total number of holds/restraints performed

*We are proud of the service we provide, and strive to continuously improve our training curriculum in order to keep our clients up to date with current trends, best practices, and evidence-based approaches in the field of crisis intervention and violence prevention. We continue to strive to be the safest, most realistic, and most effective crisis intervention training in the industry.*

**-Brendan King**  
CEO and Founder

*"I feel that I now have a full understanding of verbal and physical intervention in regards to crisis situations. I feel much more confident in my ability to handle a physical confrontation with an agitated individual."*

R. Johnson  
— Residential Specialist



### **CES BEGINNER COURSE: (Verbal Crisis Intervention)**

The Beginner Course is designed to introduce participants to the foundation of crisis intervention. The curriculum is focused on teaching participants how to recognize and intervene early in crisis situations in order to utilize the least restrictive intervention. At the core of the course is the belief that almost all crisis situations can be resolved when responders utilize verbal intervention and de-escalation skills. Throughout the course, there are several interactive, experiential activities aimed to reinforce and strengthen course materials as well as reinforce participant learning and retention. Recertification is on an annual basis. Course topics include

- How to remain calm and focused during a potential crisis situation
- Strategies to effectively identify and respond to individuals in crisis with professionalism, dignity and respect
- How to stay strength-based and positive when confronted with difficult or challenging statements and situations
- Emotional Response Levels in crisis cycle and corresponding verbal interventions
- Strong focus on self-awareness and professional development in order to maximize use of self-control during crisis situations



*"A highly recommended course, 10 out of 10. I am much more confident in my ability to handle verbal confrontation since attending this course. Excellent information, very clear, concise, easy to understand, and easy to implement."*

### **CES ADVANCED COURSE: (Physical Crisis Intervention)**

The Advanced Course builds upon the skills learned in the Beginner Course with a primary focus on how to offer continued verbal de-escalation to individuals who have progressed in the crisis cycle and who have become agitated or escalated. Participants learn effective skills for how to successfully escape and evade aggressive physical behaviors such as punches, kicks, hair pulls, bites, and chokes.

Additionally, the course provides instruction and demonstration, and ensures participant mastery of the two-person hold designed to safely restrain an individual who has become an imminent risk of harm to themselves or others. The supportive hold is aligned with Trauma Informed Care and Best Practices and does not use prone or supine positioning. Recertification is on an annual basis. Additional course topics include:

- Reinforcement of verbal intervention techniques and strategies to develop those skills at a more refined level
- Importance of communication, consistency, and collaboration between team members when responding to crisis situations
- Effective strategies for responding to more than one person in crisis
- Provides guidelines for effectively debriefing after a crisis

**B. Collins**  
— Probation Officer, VA



*"Simple and respectful. The physical techniques taught will work in real crisis situations due to the ability to stabilize and control the aggressive person. It maintains the sense of security for the individual and doesn't impede their ability to breathe and calm down. CCG techniques are much better than those I learned in other programs."*

- A. Remley  
Substance Abuse Counselor

### **CES TRAINER CERTIFICATION: (Facility Trainer)**

Our Train Certification Course is our most selected training format for companies seeking to train the majority of their staff. This three-day course certifies your staff in both the aforementioned Beginner and Advanced training courses, and also prepares them to competently train their colleagues. Participants are provided with a trainer manual that serves as a reference guide for effectively teaching the two programs. Certified Trainers recertify annually.

- Master all techniques and develop core understanding of CCG curriculum
- Maintain consistency and integrity of course curriculum to avoid "training drift"
- Understand basic group dynamics in order to maintain participant attention and enhance learning
- Develop personal teaching skills necessary for dynamic and effective follow-up training sessions
- Objectively monitor and test individual participant competency with CCG standards of training

### **ACTIVE SHOOTER RESPONSE TRAINING**

While there is no guarantee in any Active Shooter/Armed Intruder event that lives will not be lost and persons will not be injured, every step should be taken to prevent, deter, and stop them from occurring. Our highly skilled and professional ASR Training team brings decades of experience, qualifications, and knowledge in fields ranging from Mental Health, Education, Law Enforcement, the Secret Service, US Military, and Diplomatic Security Service to ensure you are provided with the most effective and current strategies available. The Active Shooter Response Training curriculum may be tailored to each specific workplace environment, such as retail, corporate, education, hospitals, and others. Please call for more information.



# CURRENT COSTS

All courses may be delivered on-site, on any date or time (pre-arranged with client). Costs for courses shown below may be discounted based on client needs and/or special requests, as well as for large group instruction.

Travel costs are all forwarded as is from airline, rental car companies, hotels, etc. CCG does not add any per diem or additional charges for Instructor travel required.

Rates are current as of: **January 1, 2014**

Rates are confirmed only after official Proposal and Training Agreement have been endorsed and returned to CCG by client.

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Calm Every Storm, Beginner Course, Verbal Crisis Intervention      **\$495.00 per participant**

Calm Every Storm, Advanced Course (Verbal and Physical)      **\$795.00 per participant**

Calm Every Storm, Trainer Course      **\$1695.00 per participant**



Initial Internal Beginner Student Certification;      **\$7.00 per participant**

Initial Internal Advanced Student Certification      **\$14.00 per participant**



Annual Trainer Recertification      **\$400.00 per participant**

Annual Beginner or Advanced Certification:      **\$6.00 per participant**

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# BEST PRACTICES

The Crisis Consultant Group, LLC is committed to further research, and development in the field of crisis intervention. We strive to provide our students with the most up-to-date information on current trends and standards regarding crisis intervention. Having direct experience with different federal, state, community associations, and task forces, our development team is able to stay current with new regulations and issues concerning crisis intervention in today's workplace. Throughout the development and regular review of our curriculum, we endeavor to continually meet or exceed the recommendations and best practice guidelines of the following organizations and others:

- The Joint Commission (Formerly JCAHO)
- Commission on Accreditation of Rehabilitation Facilities (CARF)
- Centers for Medicare and Medicaid Services (CMS)
- Individuals with Disabilities Education Act (IDEA)
- The National Alliance for the Mentally Ill (NAMI)
- The Child Welfare League of America (CWLA)
- The National Association of State Mental Health Program Directors
- American Psychiatric Association (APA)
- Department of Education (DOE)

## REFERENCES

We encourage all organizations considering our services to contact a few of our satisfied clients to gain further insight into our services and curriculum. (*Contact information available upon request*)

