

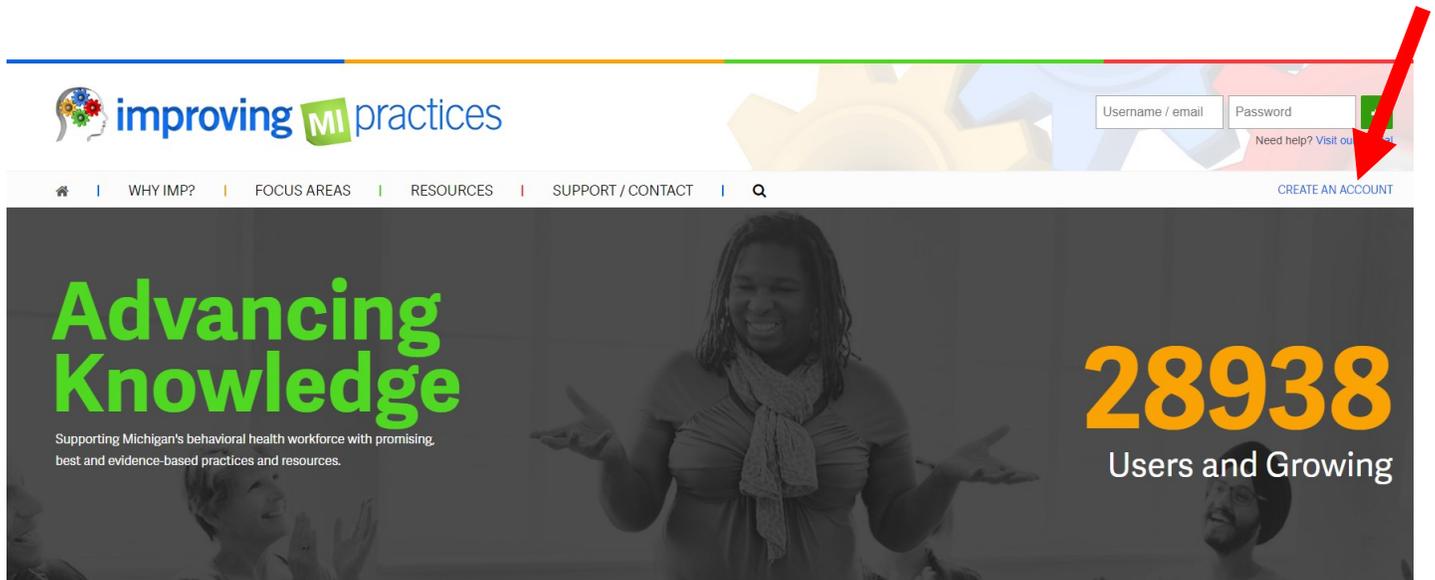
Navigating ImprovingMIpractices.org

Online Training

Crisis Prevention: Pre-Intervention Using Verbal De-Escalation

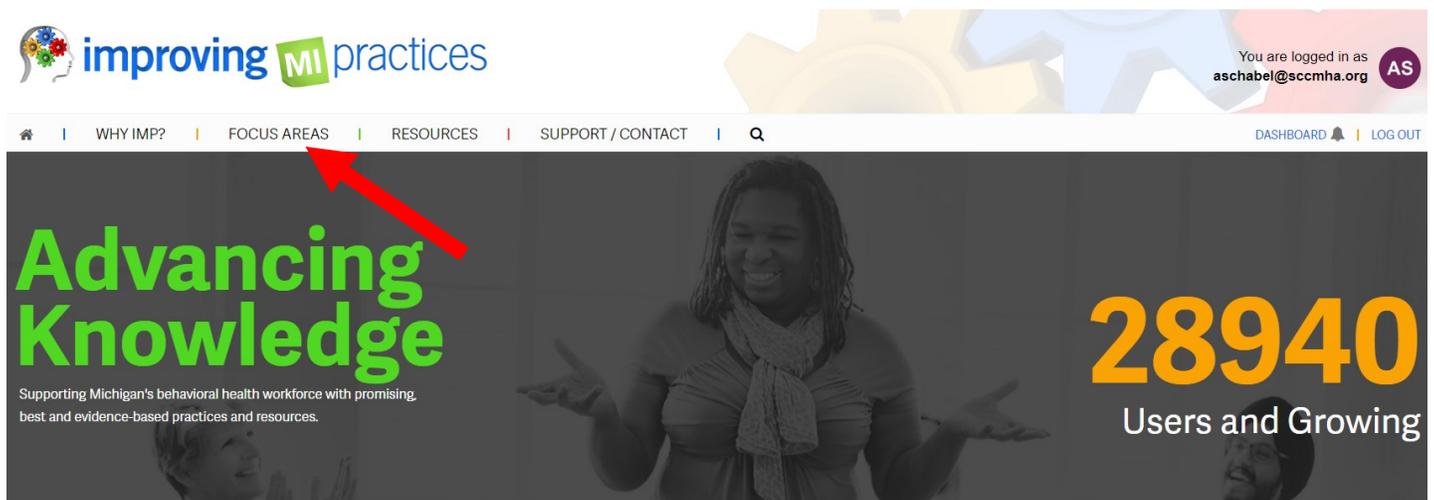
Please allow for approximately 35 minutes to complete the training portion and an additional 15-25 minutes to take the quiz. Total training time = approximately 50 minutes to 1 hour.

Choose this link: [improvingMIpractices](https://improvingMIpractices.org) and you should be directed to this screen:



Choose **“Create an Account”** in the top right corner and follow the steps to create a new account

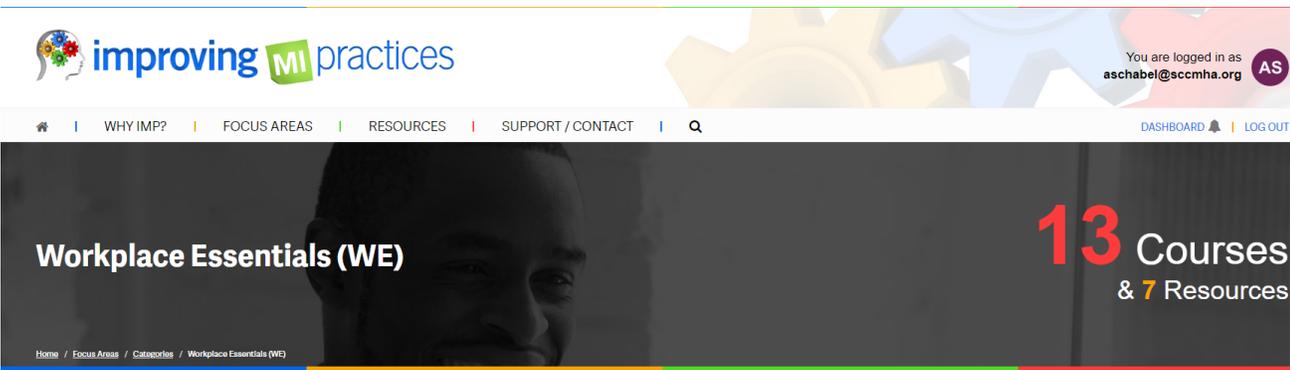
After you have created a log in, you should see a screen similar to this. Choose **Focus Areas** icon at the top left of the screen



A drop down with several course categories should appear. Scroll down and over to **Workplace Essentials (WE)**



You should be directed to a screen like this. Scroll down to **All Courses in Workplace Essentials (WE)** and choose **Crisis Prevention**



What are Workplace Essentials (WE)?

The courses available in the Workplace Essentials (WE) category provide best practices in the workplace. They cover workplace incident topics like assessing behaviors, techniques on prevention, and responding to workplace incidents. These WE courses are important for individual employees, but also those employees that are at the managerial and supervisory levels to ensure a safe and secure environment. Other topics covered in these WE courses are crisis prevention through verbal de-escalation, workplace violence prevention, and responding to an event.

13 Courses in Workplace Essentials (WE)

Show: [All Courses](#) [MCBAP Specific](#) [MCBAP Related](#) [Social Work \(MI-CEC\) Credit](#)



Crisis Prevention

This training will educate participants about ways in which to handle conflict by utilizing verbal de-escalation and conflict resolution techniques.



Workplace Violence Training

This training will educate participants about the critical nature of a workplace violence incident and the importance of appropriate preparedness.



Anti-Harassment & Non-Discrimination Training for Employees

This training provides an overview of harassment and discrimination in the workplace including the types of harassment and examples of how harassment manifests...



Anti-Harassment & Non-Discrimination Training for Leaders

This training offers clear guidance for supervisors and leaders on harassment and discrimination in the workplace including how to recognize and prevent...

***PLEASE NOTE:** this course uses a situation related to Juvenile Justice. This is only an example and does not mean the training *only* relates to Juvenile Justice.

As well, please be mindful there is some strong language used within the videos.

You should be directed to a screen which looks like this, choose the **green box: TAKE THIS COURSE**

improving MI practices

WHY IMP? | FOCUS AREAS | RESOURCES | SUPPORT / CONTACT | Q

Crisis Prevention

Pre-Intervention Using Verbal De-Escalation

Home / Focus Areas / Categories / Workplace Essentials (WE) / Crisis Prevention

Course Overview

This training will educate participants about ways in which to handle conflict by utilizing verbal de-escalation and conflict resolution techniques. The useful tools identified throughout the training will also assist in preventing situations from occurring in the juvenile justice system.

Duration: 0.5 hour Credit Hours: MCBAP-R (0.0) MCBAP-S (0.0) MI-CEC (0.0)

TAKE THIS COURSE +

Scroll down to **Module 1** in blue and choose it. There should then be a red “start module” button and you will need to follow all directions to complete the entire module 1.

Crisis Prevention
Pre-Intervention Using Verbal De-Escalation

Home / Focus Areas / Categories / Workplace Essentials (WE) / Crisis Prevention / Course

Course Overview

This training will educate participants about ways in which to handle conflict by utilizing verbal de-escalation and conflict resolution techniques. The useful tools identified throughout the training will also assist in preventing situations from occurring in the juvenile justice system.

This course will be updated in the near future to address current accessibility standards. If you are unable to access the content in this section, please contact the imp support team for assistance.

Duration: 0.5 hour **Credit Hours:** MCBAP-R (0.0), MCBAP-S (0.0), MI-CEC (0.0)

Course Material

Lesson 1 **Module 1**

There should then be a red “start module” button and you will need to follow all directions to complete the entire module 1.

Once the video is complete choose Exit & Return in the top right corner

Crisis Prevention: Module 1

EXIT & RETURN

THANKS FOR COMPLETING THIS VIDEO

RESTART COURSE GIVE FEEDBACK

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Lesson 1 should now be marked as complete and you should see Module 2 in blue –choose that

Course Material

Lesson 1

Lesson 2

 Module 2

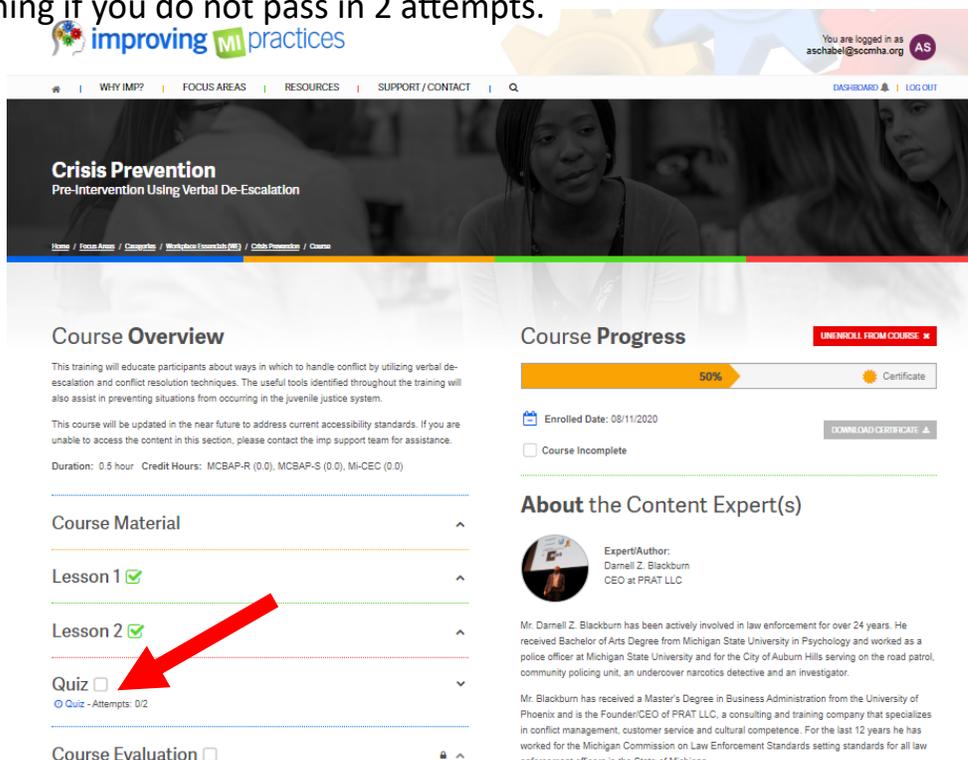
There should then be a red “start module” button and you will need to follow all directions to complete the entire module 2. *The quiz is at the end of this module. **BE SURE** to choose “Next” after the video is complete. This will issue you a code to take the quiz.

The code you need will appear in a YELLOW BOX, **write that code down!**

Next choose the red “Exit & Return’ box at the top left of the screen

**You are restricted from completing quizzes until you move through the modules as you are directed. You will not be able to take a quiz before completing the module.*

You should be taken back to this screen. And there should now be a BLUE quiz option. It states you are only allowed 2 attempts to complete and pass. You will need to review the entire training if you do not pass in 2 attempts.



The screenshot shows the course interface for 'Crisis Prevention: Pre-Intervention Using Verbal De-Escalation'. The 'Course Material' section is expanded, showing 'Lesson 1' as complete (checked) and 'Lesson 2' as complete (checked). Below 'Lesson 2', a 'Quiz' option is visible with a blue icon and 'Attempts: 0/2'. A red arrow points to this quiz option. The 'Course Progress' section shows a 50% completion bar and a 'Certificate' button. The 'About the Content Expert(s)' section features a profile for Darnell Z. Blackburn, CEO at PRAT LLC.

*You do have the option to save your answers and return to complete if need be. See the **GREEN** Save Progress button in the top right corner. Once you have answered all 10 questions choose **BLUE Finish Attempt** button at the top right or bottom right of your screen. You will then be asked to Confirm your attempt by choosing the **GREEN** Confirm button at the top right of the screen.

You will immediately be notified of your score—pass or fail.

If you passed: You should then be taken back to the main screen. You will notice a **green** check mark by all the modules and the quiz sections.

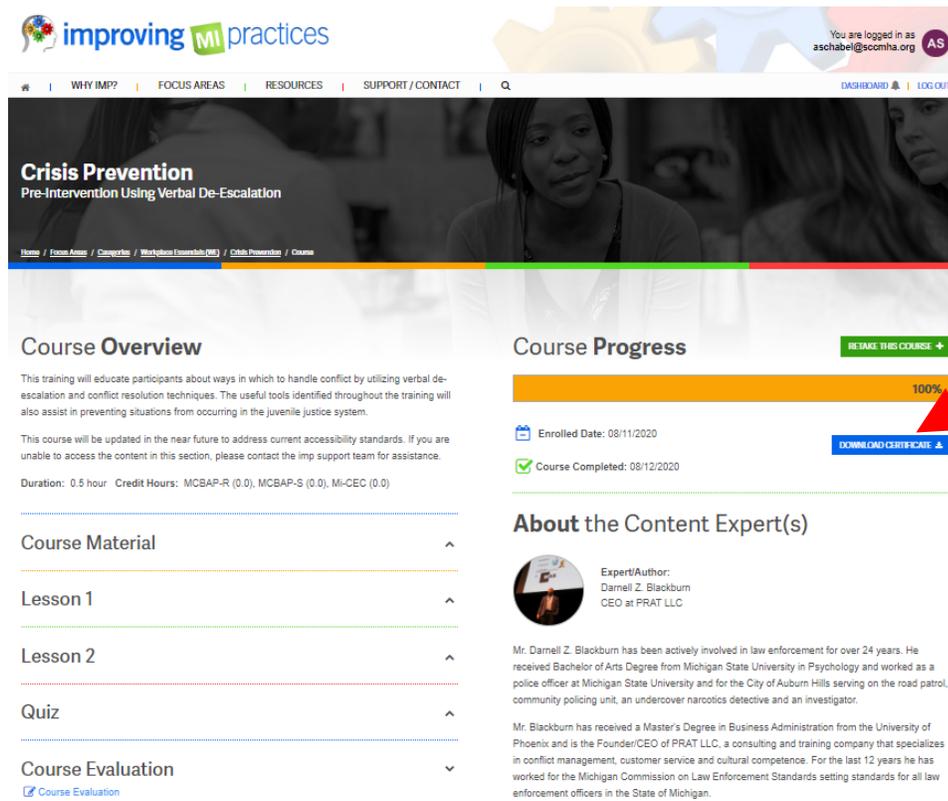
If you failed you can choose the **GREEN Retake this Course button around middle right of the screen and follow all directions until you pass.*

Once you passed the quiz, now you will choose **Course Evaluation** in **blue**

**You are required to complete an evaluation in order to receive credit for completion*

The screenshot shows the 'improving MI practices' website. The main heading is 'Crisis Prevention: Pre-Intervention Using Verbal De-Escalation'. The course overview section describes the training's focus on conflict resolution. The course progress bar shows 75% completion. The course materials list includes Lesson 1, Lesson 2, and a Quiz, all marked with green checkmarks. At the bottom of the list, 'Course Evaluation' is marked with a blue checkmark and a red arrow points to it. The 'About the Content Expert(s)' section features Damell Z. Blackburn, CEO at PRAT LLC.

Once you have completed the evaluation, you will be directed back to the main screen where now you can save and/or print your certificate of completion under the *Course Progress* section on the right. Choose the **BLUE Download Certificate** icon



FINAL STEP: You are required to print or save a copy of the certificate in order to submit to SCCMHA Continuing Education Unit to confirm completion. ***You are to submit a copy of the certificate or submit a copy of your transcript which identifies completion directly to the Continuing Education Unit via email: registrations@sccmha.org or fax to 989-498-4219.*** (If you need to submit your transcript:: choose Dashboard just under your log in credentials. Then see **Transcript** section to the right of your screen. Choose **BLUE Full Transcript** button and that will allow you to download the course you completed in case you couldn't get a certificate to load and/or print).

****SCCMHA is not responsible for maintenance of this website. If you experience any technical difficulties, please use the Support/Contact button at the top of the webpage**