

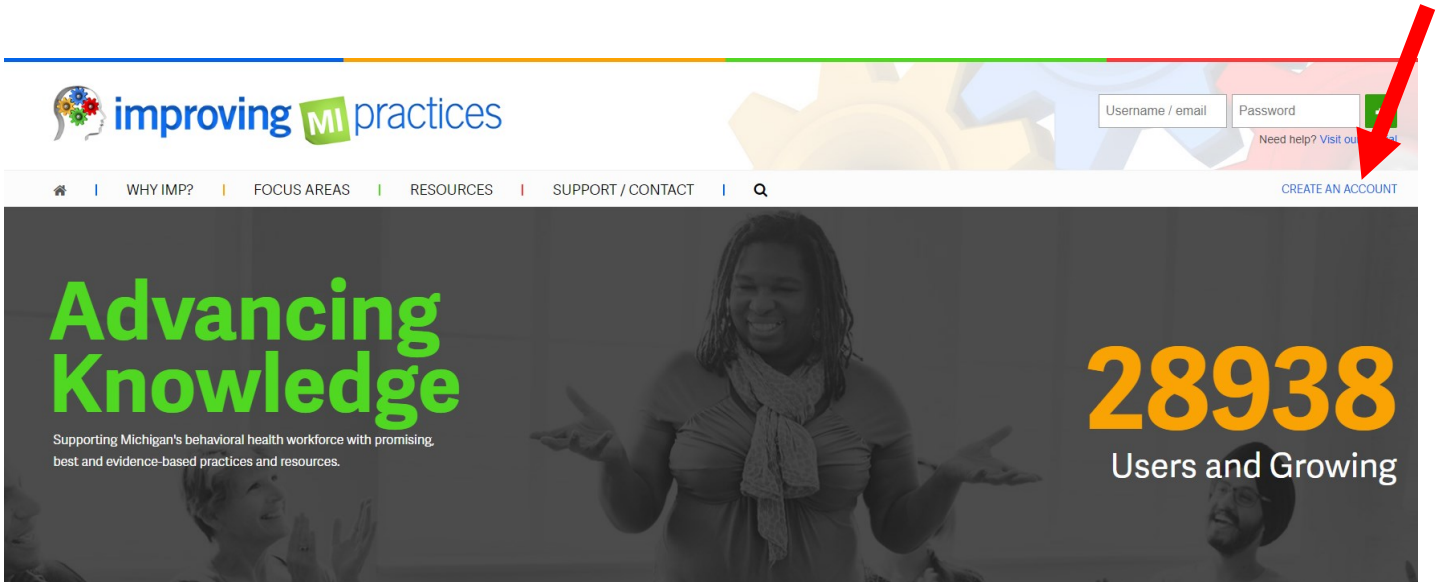
# Navigating ImprovingMIpractices.org

## Online Training

### **Crisis Prevention: Pre-Intervention Using Verbal De-Escalation**

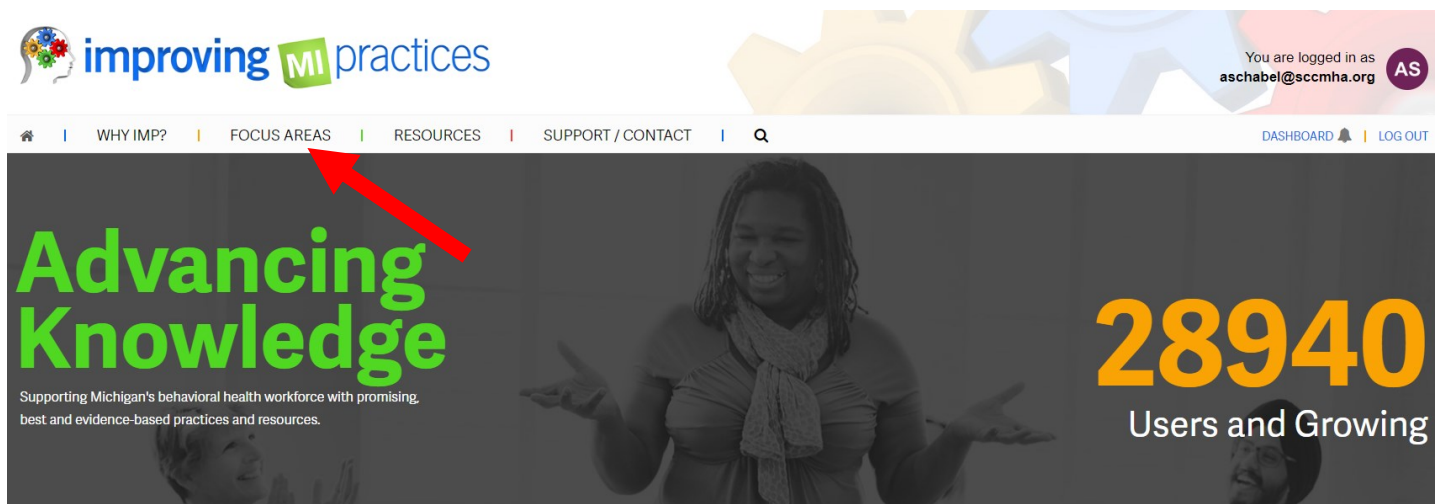
Please allow for approximately 35 minutes to complete the training portion and an additional 15-25 minutes to take the quiz. Total training time = approximately 50 minutes to 1 hour.

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

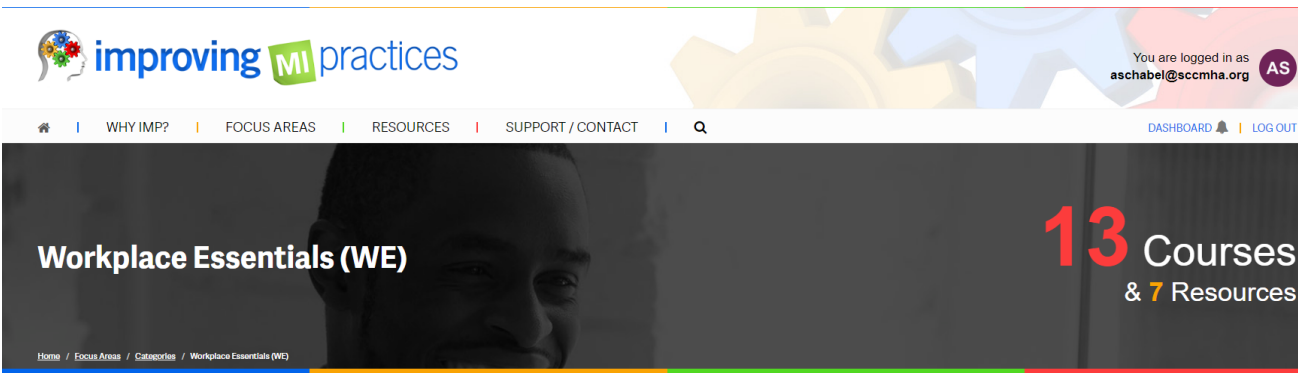
After you have created a log in, you should see a screen similar to this. Choose **Focus Areas** icon at the top left of the screen



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**

HOME | 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

improving

MI practices

.org

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

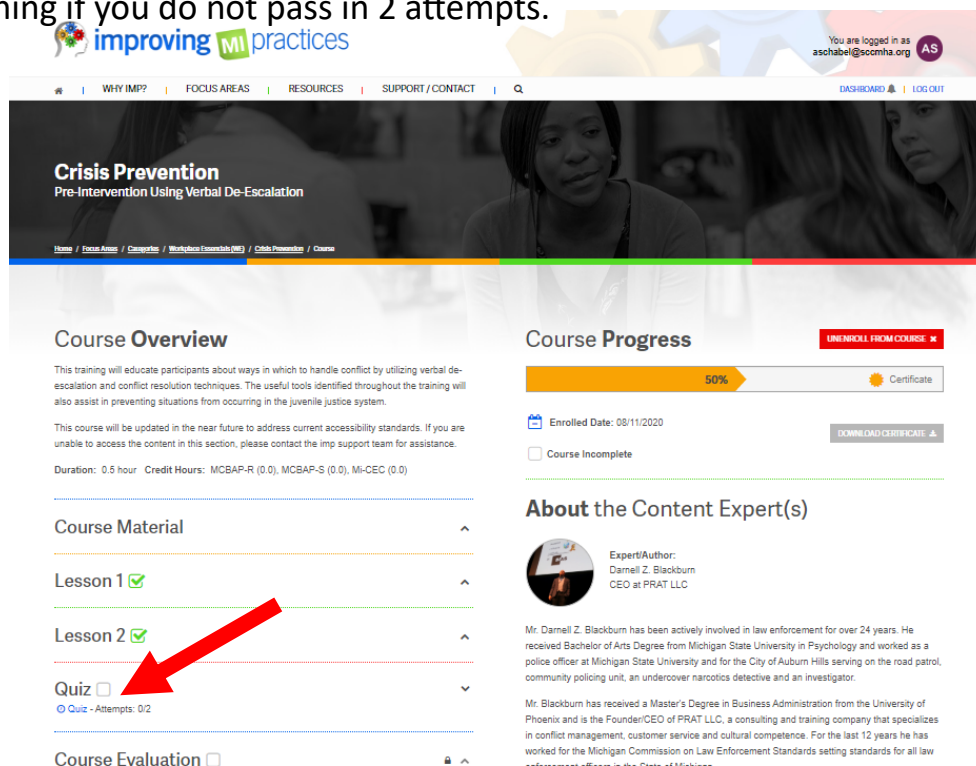
There should then be a **red** “start module” button and you will need to follow all directions to complete the entire module 2. \*The quiz is at the end of this module. **BE SURE** to choose “Next” after the video is complete. This will issue you a code to take the quiz.

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 'Crisis Prevention' course page. The header includes the 'improving MI practices' logo and navigation links. The main content area is divided into two columns. The left column, titled 'Course Overview', provides details about the training, including its duration (0.5 hour) and credit hours. Below this is a 'Course Material' section with a list of items: Lesson 1 (checked), Lesson 2 (checked), Quiz (unchecked), and Course Evaluation (unchecked). A red arrow points to the 'Quiz' option. The right column, titled 'Course Progress', shows a progress bar at 50% and a 'Certificate' button. Below this is an 'About the Content Expert(s)' section featuring a profile of Darrell Z. Blackburn, CEO at PRAT LLC, with a brief biography.

\*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 header includes the logo and navigation links: WHY IMP?, FOCUS AREAS, RESOURCES, SUPPORT / CONTACT, and a search icon. A user is logged in as 'aschabel@scmha.org'. The course title is 'Crisis Prevention: Pre-Intervention Using Verbal De-Escalation'. The course overview section describes the training and provides contact information for support. The course progress section shows a 75% completion rate and a 'UNENROLL FROM COURSE' button. The course materials section lists 'Lesson 1', 'Lesson 2', and 'Quiz', all marked as complete with green checkmarks. At the bottom, the 'Course Evaluation' link is highlighted with a red arrow. The 'About the Content Expert(s)' section introduces Damell Z. Blackburn, CEO of PRAT LLC, and provides a brief biography.



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

The screenshot shows the 'improving MI practices' website. The top navigation bar includes links for 'WHY IMP?', 'FOCUS AREAS', 'RESOURCES', 'SUPPORT / CONTACT', and a search icon. A user is logged in as 'aschabel@sccmha.org'. The main content area features a 'Crisis Prevention' course overview with a description, duration (0.5 hour), and credit hours. The 'Course Progress' section shows 100% completion and a 'DOWNLOAD CERTIFICATE' button, which is highlighted by a red arrow. The 'About the Content Expert(s)' section provides information about Darnell Z. Blackburn, the expert/author of the course.

**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](mailto: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***