

Communications Skills: Conflict Management & De-escalating Resident Behaviors

Comprehensive Course Overview for Workforce Investment Boards & Long-Term Care Facilities

Presented by An Embrace of Learning
www.anembraceoflearning.com

Executive Summary

Communications Skills: Conflict Management & De-escalating Resident Behaviors represents a strategic investment in long-term care workforce development that delivers measurable returns through reduced workplace injuries, decreased staff turnover, improved resident satisfaction, and significant cost savings. This comprehensive 50-hour training program combines evidence-based CPI Nonviolent Crisis Intervention® methodology with innovative delivery formats including video modules, interactive simulations, podcasts, comprehensive manuals, and on-the-job application to ensure deep learning and practical skill mastery.

Since 1980, over 10 million professionals have been trained using the CPI methodology. This program adapts that proven framework specifically for the unique challenges of long-term care and skilled nursing environments, equipping staff with the confidence and competence to transform crisis situations into opportunities for compassionate, person-centered care.

The Critical Challenge Facing Long-Term Care Facilities

Long-term care facilities across the nation face an escalating crisis that threatens both their financial sustainability and their fundamental mission of providing quality care. Staff members encounter challenging resident behaviors daily, yet many lack the specialized training needed to respond effectively and safely. The consequences of this skills gap are severe and measurable.

Workplace injuries from behavioral incidents drive workers' compensation claims higher each year, while the physical and emotional toll on staff contributes to turnover rates that can exceed 50% annually in some facilities. Each incident report requires extensive documentation and administrative follow-up, diverting resources from direct care. Regulatory compliance becomes increasingly difficult when staff lack proper de-escalation training, putting facilities at risk during surveys and inspections.

Perhaps most concerning is the impact on residents themselves. When staff respond to behavioral distress with fear, frustration, or inappropriate interventions, resident dignity suffers. Families lose confidence in the facility's ability to provide safe, compassionate care. The cycle of crisis and reaction perpetuates itself, creating an environment of stress and instability for everyone involved.

The financial impact extends beyond direct injury costs. High turnover requires constant recruitment and training of new staff, with estimates suggesting replacement costs of 50-200% of an employee's annual salary. Liability exposure increases with each incident. Insurance premiums rise. Staff morale declines, affecting productivity and care quality across the entire facility.

Evidence-Based Solution: A Comprehensive Training Program

This training program addresses these challenges through a comprehensive, multi-modal approach that ensures deep learning and practical application. Unlike traditional one-day workshops that provide surface-level exposure, this 50-hour program creates lasting competency through varied learning experiences that accommodate different learning styles and reinforce key concepts through multiple touchpoints.

The program structure recognizes that adult learners in healthcare settings need more than theoretical knowledge—they require practical skills they can apply immediately in high-stress situations. By combining multiple delivery formats and requiring on-the-job application, the program ensures that participants not only understand de-escalation principles but can execute them effectively when it matters most.

Comprehensive Training Format: 50 Hours of Integrated Learning

The 50-hour training program employs a sophisticated blend of learning modalities designed to maximize retention, build confidence, and ensure practical skill mastery. Each component serves a specific purpose in the learning journey, creating a comprehensive educational experience that transforms how staff understand and respond to behavioral challenges.

Video Training Modules

Professional video instruction provides the foundation of the program, delivering core content through engaging, visually rich presentations. These modules feature expert instructors demonstrating techniques, real-world scenarios illustrating key concepts, and clear explanations of the theoretical frameworks underlying effective de-escalation. Participants can pause, rewind, and review complex material at their own pace, ensuring thorough understanding before moving forward.

The video format allows learners to observe proper technique execution, body language, tone of voice, and positioning—elements that cannot be adequately conveyed through text alone. Seeing skilled practitioners model appropriate responses helps participants develop accurate mental templates for their own practice.

Comprehensive Training Manuals

Detailed manuals provide in-depth coverage of all course content, serving as both learning tools during the program and ongoing reference resources afterward. These materials include detailed explanations of behavioral theory, step-by-step technique

descriptions, decision-making frameworks for selecting appropriate interventions, documentation guidelines, and case studies illustrating real-world applications.

Participants engage with these manuals through structured review sessions that require active reading, note-taking, and reflection. This deep engagement with written material reinforces video content while providing additional detail and context that enhances understanding. The manuals become valuable resources that staff can consult when facing challenging situations after training completion.

Educational Podcasts

Audio content delivered through podcasts provides flexible learning opportunities that fit into busy schedules while reinforcing and synthesizing key concepts. These podcasts feature expert discussions exploring the nuances of de-escalation, interviews with experienced practitioners sharing insights from the field, analysis of common challenges and effective solutions, and deeper dives into the psychological and physiological aspects of crisis behavior.

The podcast format allows participants to engage with content during commutes, breaks, or other times when video or reading may not be practical. Hearing concepts explained in conversational formats often helps learners grasp complex ideas from new perspectives, deepening their overall understanding.

Interactive Simulations

Hands-on practice through interactive simulations provides the critical bridge between knowledge and skill. These simulations present realistic scenarios requiring participants to make decisions, apply techniques, and respond to evolving situations in a safe learning environment. Participants receive immediate feedback on their choices, helping them understand the consequences of different approaches and refine their decision-making.

The simulations cover a range of situations from early intervention opportunities to full crisis responses, ensuring participants develop competence across the entire spectrum of potential encounters. Repeated practice builds the automaticity needed to respond effectively under stress, when conscious deliberation may be difficult.

On-the-Job Application

Structured on-the-job application ensures that learning transfers from the training environment to real-world practice. Participants apply newly learned techniques in their actual work settings under supervision and support, documenting their experiences and reflecting on outcomes. This component includes observation of skilled practitioners, supervised practice with feedback, and gradual assumption of independent responsibility.

The on-the-job component recognizes that true competence develops through repeated application in authentic contexts. By requiring participants to demonstrate skills in real situations, the program ensures that training translates into actual behavior change rather than remaining abstract knowledge.

Learning Outcomes: What Your Team Will Master

Upon completing this comprehensive program, participants will possess both deep understanding and practical competence across four critical domains that together create a complete approach to managing behavioral challenges in long-term care settings.

Understanding Behavior and Risk Assessment

Participants develop sophisticated understanding of the underlying causes of behavioral distress, moving beyond surface-level reactions to recognize the communication embedded in every behavior. They learn to identify triggers, understand how trauma history influences current behavior, recognize the impact of cognitive changes on emotional regulation, and assess environmental factors that may contribute to distress.

This foundation enables staff to respond with empathy and insight rather than fear or frustration. Participants master systematic risk assessment approaches that allow them to objectively evaluate situations and select interventions proportionate to actual risk levels. They understand the progression of crisis behavior through identifiable stages, enabling early intervention before situations escalate to dangerous levels.

The trauma-informed perspective emphasized throughout this module helps staff recognize that behaviors often represent attempts to meet unmet needs or cope with overwhelming experiences. This understanding fundamentally shifts the staff member's role from controller to supporter, creating more therapeutic interactions even in challenging moments.

Verbal Intervention and De-escalation Skills

Participants master a comprehensive toolkit of communication strategies proven to prevent and de-escalate crisis situations. These skills include precise verbal techniques for calming agitated individuals, non-verbal communication strategies that convey respect and safety, active listening approaches that help individuals feel heard and understood, and methods for setting clear boundaries while maintaining therapeutic relationships.

The Supportive Stance framework provides participants with a systematic approach to positioning, proximity, and body language that minimizes threat while maintaining safety. Participants learn to recognize and manage their own emotional responses, understanding how staff anxiety or frustration can escalate rather than calm difficult situations.

Restorative conversation techniques enable staff to process incidents after they occur, repairing relationships and identifying strategies to prevent recurrence. These skills transform crisis events from purely negative experiences into opportunities for growth and improved understanding between staff and residents.

Safety Intervention Techniques

When verbal de-escalation proves insufficient, staff must possess safe, effective physical intervention skills. This module provides comprehensive training in disengagement techniques that allow staff to safely extract themselves from grabs, holds, or strikes without causing harm. Participants learn multiple options for each type of situation, enabling them to select approaches appropriate to the specific circumstances and risk level.

Restrictive holding procedures are taught as last-resort interventions to be used only when necessary to prevent imminent harm. Participants learn to apply these techniques in ways that minimize discomfort, maintain dignity, and reduce risk of injury to all parties. Emphasis throughout this training remains on using the minimum

intervention necessary and returning to less restrictive approaches as quickly as possible.

The program stresses that physical interventions should be rare occurrences when staff effectively employ prevention and verbal de-escalation strategies. However, when physical intervention becomes necessary, staff must possess the skills to act safely and confidently, protecting everyone involved while maintaining the therapeutic relationship.

Positive Behavioral Interventions and Supports

The most effective approach to managing behavioral challenges involves preventing crises before they occur. Participants learn to conduct functional behavioral assessments that identify the purposes behaviors serve and the conditions that trigger them. This understanding enables development of proactive strategies that address underlying needs, reducing the frequency and intensity of behavioral incidents.

Environmental modifications, routine adjustments, communication adaptations, and relationship-building strategies all contribute to creating settings where residents feel safe, understood, and supported. Participants learn to recognize early warning signs of distress and intervene with support before situations escalate to crisis levels.

This proactive approach represents a fundamental shift from reactive crisis management to preventive care planning. By addressing the root causes of behavioral distress rather than simply responding to its manifestations, staff create more therapeutic environments that benefit all residents while reducing the stress and danger associated with frequent crisis events.

The CPI Guiding Philosophy: Foundation for All Interventions

Every technique and strategy taught in this program flows from four foundational principles that together create a framework for ethical, effective crisis intervention. These principles—Care, Welfare, Safety, and Security—guide decision-making in every situation, ensuring that interventions remain person-centered and therapeutic even in the most challenging moments.

Care emphasizes respect, dignity, empathy, and person-centered approaches in every interaction. Staff learn to see the person behind the behavior, maintaining compassion even when feeling frustrated or frightened. This principle reminds practitioners that every individual deserves to be treated with the same respect and consideration they would want for themselves or their loved ones.

Welfare focuses on maintaining independence, choice, and well-being for all individuals involved in a situation. Interventions should support rather than diminish autonomy, offering choices whenever possible and restricting freedom only to the extent necessary to ensure safety. This principle recognizes that maintaining a sense of control and agency contributes significantly to emotional well-being and behavioral stability.

Safety requires protecting rights and minimizing harm in every situation. Staff learn to balance the safety needs of the individual in crisis, other residents, staff members, and visitors, selecting interventions that provide necessary protection while minimizing risk of injury or trauma. This principle emphasizes that safety encompasses both physical protection and psychological well-being.

Security promotes safe, effective, harmonious, and collaborative relationships among all members of the care community. Effective crisis intervention strengthens rather than damages relationships, creating environments where residents feel secure and staff feel confident in their ability to provide appropriate support. This principle recognizes that long-term success depends on building trust and cooperation rather than relying on control and coercion.

These four principles work together to create a comprehensive ethical framework that guides all aspects of crisis prevention and intervention. When staff internalize these values and allow them to shape their responses, they naturally gravitate toward approaches that are both effective and therapeutic.

Measurable Benefits: Return on Investment

Organizations investing in this training program consistently report significant improvements across multiple dimensions that together create substantial return on investment. These benefits extend beyond the direct participants to impact the entire facility culture and operational performance.

Reduced Workplace Injuries and Associated Costs

Facilities implementing comprehensive de-escalation training typically report 30-50% reductions in staff injuries related to behavioral incidents within the first year. Each prevented injury avoids direct medical costs, workers' compensation claims, potential litigation, and the indirect costs of temporary staffing or overtime to cover absent employees. The cumulative financial impact of injury reduction alone often exceeds the training investment within 12-18 months.

Beyond financial savings, injury reduction improves staff morale and retention. Employees who feel safe and confident in their ability to manage challenging situations experience less job-related stress and are more likely to remain with the organization long-term.

Decreased Incident Reports and Regulatory Risk

Effective de-escalation reduces the frequency and severity of behavioral incidents requiring formal documentation. Fewer incident reports mean less administrative burden, reduced regulatory scrutiny, and lower liability exposure. Facilities demonstrate to surveyors and families that they proactively address behavioral challenges through evidence-based approaches rather than reactive crisis management.

The quality of incident documentation also improves as staff develop better understanding of behavioral dynamics and intervention effectiveness. More thorough, insightful documentation supports quality improvement efforts and provides better protection in the event of complaints or litigation.

Lower Staff Turnover and Recruitment Costs

Staff members who receive comprehensive training report higher job satisfaction, greater confidence in their abilities, and stronger commitment to their organizations. Turnover rates in facilities with robust training programs typically run 20-40% lower than industry averages, generating substantial savings in recruitment, onboarding, and training costs for replacement staff.

Experienced staff who remain with the organization provide better care, serve as mentors for newer employees, and contribute to positive facility culture. The

institutional knowledge retained through improved retention creates competitive advantages that extend far beyond direct cost savings.

Improved Resident Satisfaction and Quality Outcomes

Residents and families consistently report higher satisfaction when staff respond to behavioral challenges with skill, compassion, and confidence rather than fear or frustration. Person-centered approaches that maintain dignity even in crisis situations create therapeutic environments where residents feel respected and understood.

Quality metrics including falls, medication use, restraint use, and resident-to-resident altercations often improve as staff develop more sophisticated approaches to understanding and addressing behavioral needs. These improvements enhance the facility's reputation, support marketing efforts, and may positively impact reimbursement under value-based payment models.

Enhanced Regulatory Compliance and Survey Performance

Facilities with well-trained staff demonstrate to surveyors their commitment to quality care and resident safety. Documentation of comprehensive training programs, combined with evidence of effective implementation, supports positive survey outcomes and reduces the risk of citations related to behavioral management.

Staff who understand regulatory requirements and can articulate the rationale for their interventions present more favorably during surveyor interviews. The confidence and competence developed through training translates into better performance during the high-stress survey process.

Strategic Value for Workforce Investment Boards

This training program represents an ideal investment for Workforce Investment Boards seeking to strengthen the long-term care workforce while delivering measurable economic and social returns. The program addresses multiple strategic priorities simultaneously, creating value that extends throughout the healthcare system and broader community.

Upskilling Healthcare Workers for Career Advancement

Participants gain nationally recognized skills based on CPI methodology, enhancing their professional credentials and career prospects. The comprehensive nature of the training—covering behavioral theory, communication skills, risk assessment, and physical intervention techniques—provides knowledge and abilities applicable across healthcare settings. Workers who complete this program become more valuable to their current employers and more competitive in the job market, supporting career progression and wage growth.

The program particularly benefits entry-level workers who may lack formal education beyond high school, providing them with specialized skills that differentiate them from peers and create pathways to supervisory or specialized roles. This upskilling contributes to economic mobility and community prosperity while strengthening the healthcare workforce.

Addressing Critical Industry Workforce Needs

The long-term care industry faces severe workforce challenges including high turnover, difficulty recruiting qualified candidates, and inadequate preparation of new workers for the realities of the job. This training directly addresses these challenges by improving job satisfaction, reducing turnover, and building competence that helps workers succeed in demanding roles.

Facilities with well-trained staff become more attractive employers, able to recruit more effectively and maintain more stable workforces. The resulting improvements in care quality and operational efficiency strengthen the long-term care sector's ability to meet growing demand as the population ages.

Delivering Measurable Return on Investment

Unlike many workforce development initiatives where benefits remain difficult to quantify, this training produces clear, measurable outcomes including reduced injury rates, lower turnover, decreased incident reports, and improved quality metrics. WIBs can track these outcomes to demonstrate the effectiveness of their investments and make data-driven decisions about future funding priorities.

The financial returns to employers—through reduced workers' compensation costs, lower turnover expenses, and improved operational efficiency—create economic value

that ripples through the community. Stronger, more stable healthcare employers contribute to local economic health through sustained employment and reduced public assistance needs.

Supporting Healthcare System Transformation

As healthcare moves toward value-based payment models that reward quality outcomes rather than volume of services, long-term care facilities must develop more sophisticated approaches to managing complex resident needs. This training supports that transformation by building workforce capacity for person-centered, evidence-based care that improves outcomes while controlling costs.

WIB investment in this training demonstrates forward-thinking support for healthcare system evolution, positioning the local workforce to succeed in emerging care delivery models. This strategic alignment with industry trends maximizes the long-term value of training investments.

Program Details and Enrollment Information

Training Format and Duration

The complete program requires 50 hours of participant engagement across multiple learning modalities. This comprehensive approach ensures deep learning and practical skill mastery that translates into sustained behavior change and improved outcomes. The training includes:

- **Video Training Modules:** Self-paced professional instruction covering all core content
- **Comprehensive Manuals:** In-depth written materials for study and ongoing reference
- **Educational Podcasts:** Audio content reinforcing and synthesizing key concepts
- **Interactive Simulations:** Hands-on practice in realistic scenarios with immediate feedback
- **On-the-Job Application:** Supervised practice in actual work settings with structured reflection

Participants complete the program at their own pace while meeting established milestones and demonstrating competency through assessments and observed practice. The flexible format accommodates the scheduling challenges of healthcare operations while ensuring thorough learning.

Expert Support Throughout the Learning Journey

All participants receive ongoing access to experienced instructors who provide guidance, answer questions, and offer feedback throughout the training process. This support ensures that learners never feel stuck or confused, maintaining momentum and engagement from start to finish.

The combination of self-paced learning and available expert support provides the best of both worlds—flexibility to accommodate individual schedules and learning speeds, with the assurance that help is available whenever needed.

Investment and Group Enrollment

The program investment is \$3,000 per participant, with typical group enrollments ranging from 4-6 staff members per facility. This group approach creates shared learning experiences, facilitates peer support, and enables facility-wide implementation of consistent approaches to behavioral management.

Volume discounts may be available for larger enrollments or multi-facility organizations. Custom implementation support can be arranged to help facilities integrate training content into their policies, procedures, and ongoing staff development programs.

Materials and Resources Provided

Each participant receives comprehensive training materials including participant workbooks with exercises and reference information, safety intervention checklists for ongoing skill assessment, technique reference guides for quick consultation, and access to all video, audio, and interactive content throughout the training period and for a specified time afterward.

These materials support both initial learning and ongoing skill maintenance, ensuring that the investment continues to generate value long after program completion.

Organizational Commitment and Implementation Support

Successful implementation of this training requires organizational commitment beyond simply enrolling staff in the program. Facilities achieve the best outcomes when leadership actively supports the training through clear expectations, resource allocation, policy alignment, and ongoing reinforcement.

An Embrace of Learning provides implementation guidance to help facilities maximize their training investment. This support includes recommendations for preparing staff for training, integrating learned skills into daily operations, monitoring implementation and outcomes, and sustaining competency through ongoing practice and refresher training.

Organizations that treat this training as a strategic initiative rather than a compliance checkbox consistently achieve superior results and greater return on investment.

Taking the Next Step

Long-term care facilities and Workforce Investment Boards ready to invest in evidence-based training that delivers measurable results should contact An Embrace of Learning to discuss enrollment options, implementation support, and customization opportunities.

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Transform your facility's approach to behavioral management. Empower your staff with skills that protect everyone while maintaining dignity and therapeutic relationships. Invest in training that delivers lasting value through improved safety, quality, and operational performance.

About An Embrace of Learning

An Embrace of Learning specializes in evidence-based training programs for long-term care professionals. Our programs combine proven methodologies with innovative delivery formats to create learning experiences that produce lasting competency and measurable outcomes. We partner with facilities and workforce development organizations to build stronger, more capable healthcare workforces that deliver exceptional care while maintaining their own well-being and professional satisfaction.

This training program is based on CPI Nonviolent Crisis Intervention® methodology, trusted by over 10 million professionals worldwide since 1980. All content aligns with current best practices in behavioral management, trauma-informed care, and person-centered approaches to supporting individuals experiencing distress.