

NLPS DEPARTMENT OF LEARNING SERVICES USER GUIDE

FOR NCI ON-DEMAND TRAINING VIDEOS (MODULES 1-4)

MODULE INFORMATION	VIDEO LENGTH	ACTIVITY INFORMATION
INTRO TO NCI VIDEO SERIES Total time required: 2 minutes	2 minutes	N/A
MODULE 1 – Overview of the Crisis Development Model Total time required: 45-60 minutes	26 minutes	1. Complete the Module 1 graphic organizer using a case study and the NCI Levels Cheat Sheet (15-20 minutes + share out)
MODULE 2 – Integrated Experience Total time required: 30-45 minutes	10 minutes	1. Engage in group discussion involving the identification of triggering observable behaviour (suggestion: move focus away from obvious violent/aggressive risk behaviour and focus more on lower risk behaviours that we tend to find difficult, e.g., eye rolling) (10-15 minutes) 2. Complete the Module 2 graphic organizer in small groups (15 minutes). <i>*If applicable, collect and combine to create a master list for staff to access.</i>
MODULE 3 – Communication Skills Total time required: 30-45 minutes	17 minutes	1. Engage in group discussion around improved ways of identifying and responding to Level 1 (Anxiety) behaviour and generate a master list (15-20 minutes)
MODULE 4 – Responding to Defensive Behaviours (Level 2) Total time required: 75-90 minutes	25 minutes	1. Engage in group discussion on interrupting and limiting – Why are these skills difficult for us? (5-10 minutes) 2. Generate a list of limiting statements in response to common Level 2 behaviours (referencing Verbal Escalation Continuum) (20 minutes) 3. Practice interrupting and limiting using scenarios in small groups (20-30 minutes)

Supplemental Materials List:

- NCI Levels Cheat Sheet
- Module 1 Graphic Organizer
- Module 2 Graphic Organizer

