



CTI Canadian Training Institute/ Institut canadien de formation

*Crisis  
Intervention  
Training*



**Location**  
50 Euston Avenue  
Toronto, Ontario  
M4J 3N3  
Donlands & Danforth  
416-778-7056  
1-877-889-6158  
www.cantraining.org

**These courses will assist front-line staff, youth workers, case managers, supervisors, volunteers, teachers and health care workers.**

<p><b>Defusing Anger, Resistance &amp; Hostility</b></p> <p><b>September 25, 2009 ♦ 9:30 - 4:30 ♦ \$100.00</b></p> <p>♦ Learn how to cope and respond effectively to individuals who are acutely and/or escalating their anger, resistance or hostility with the potential to act out violently.</p>	<p><b>Community Worker Safety Strategies</b></p> <p><b>October 23, 2009 ♦ 9:30 - 4:30 ♦ \$100.00</b></p> <p>♦ Learn tools to minimize risk and maximize your personal safety when working on the street and/or visiting clients in unfamiliar or potentially dangerous community environments.</p>
<p><b>Three-Day Crisis Intervention with the Hostile/Aggressive Individual</b></p> <p><b>October 7-9, 2009 ♦ 9:30 - 4:30 ♦ \$330.00</b></p> <p>♦ Develop effective verbal and non-verbal approaches, self-protection strategies and debriefing skills when responding to clients who verbally or physically act out.</p>	<p><b>Five-Day Train-the-Trainer Program</b></p> <p><b>November 9-13 ♦ 9:30 - 4:30 ♦ \$775.00</b></p> <p>♦ Learn to plan, design and implement in-house delivery of the 1, 2 and 3 day Crisis Intervention &amp; Prevention Programs.</p> <p><b>Prerequisite:</b> <i>Completion of CTI's Three-Day Crisis Intervention Program within the past three years.</i></p>
<p><b>Two-Day Defusing Anger, Resistance &amp; Hostility</b></p> <p><b>November 26-27, 2009 ♦ 9:30-4:30 ♦ \$200.00</b></p> <p>Achieve enhanced understanding of effective defusing, de-escalation, debriefing and disengaging strategies when responding to hostile individuals in conflict or crisis situations</p>	



Name \_\_\_\_\_  
 Address \_\_\_\_\_  
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 Organization \_\_\_\_\_  
 Phone \_\_\_\_\_

Method of Payment  
 Visa  
 Cheque

Credit Card # - VISA ONLY \_\_\_\_\_

Signature \_\_\_\_\_

Registration Details

Sign up for: Price

\_\_\_\_\_ \$

\_\_\_\_\_ \$

\_\_\_\_\_ \$

Total: \_\_\_\_\_

**CANCELLATION POLICY:**  
 Cancellations received up to 10 days before the workshop are refundable less an administration charge based upon the particular workshop. Substitutions may be made at any time. CTI reserves the right to cancel workshops due to insufficient registrations. If CTI cancels a workshop, fees will be fully refunded.

**Please mail or fax registration form to  
 416-778-8103**