TCI increases staff confidence in handling crises

Confidence Question	Pre	Post
1. I can prevent crisis from escalating in my unit.	5.01 (.83)	4.87 (1.10)
2. I can effectively manage any crisis situation in my unit.	4.66 (1.05)	5.07* (.57)
3. My co-workers can manage any crisis situation effectively.	4.30 (1.15)	4.84* (.74)
4. My co-workers and I can work together to prevent and de-escalate crisis.	5.25 (.71)	5.10 (.64)
5. Facility management is supportive if approved crisis management techniques are used.	5.09 (1.06)	5.38 (.63)
6. The facility policies and procedures for crisis management are known to all staff.	3.90 (1.57)	4.69** (1.05)
7. I can help children learn to cope more successfully with life crisis.	4.84 (1.07)	5.23* (.62)
8. Following a crisis a de-briefing session with my supervisors or the treatment team always occurs.	3.72 (1.73)	4.37 (1.49)
9. Session is helpful to me to understand the context of crisis in the child's life.	4.82 (1.31)	4.94 (1.05)
10. A de-briefing is an opportunity to explore the impact of this crisis on my life.	4.72 (1.47)	4.94 (1.17)

* $p = < .05$; ** $p = < .01$

From October 1994 through March 1996, RCCP staff implemented and evaluated TCI in one medium size residential facility in the Northeastern United States. Three of four units participated in the study. Direct care staff completed 10 Likert based questions confidence questions before and after participating in the 5-day TCI training program.

A comparison of the pre/post confidence items indicated statistically significant increases in confidence levels in four major areas. These were staff ability to manage crisis, confidence in co-workers managing crisis, knowledge of agency policy and procedures concerning crisis management, and staff ability tin helping children learn to cope. In addition, the standard deviations for the post-implementation scores decreased from pre levels in 9 out of 10 items indicating that there is more consistency and clustering of responses post-training.

Nunno, M. A., Holden, M. J., & Leidy, B. (2003). Evaluating and monitoring the impact of a crisis intervention system on a residential child care facility. *Children and Youth Services Review,* 25(4), 295-315. https://doi.org/10.1016/S0190-7409(03)00013-6