

NCI Training: Expanding How We Respond to Crisis Across HRM

Adapted from the *Nonviolent Crisis Intervention (NCI) training in Halifax Regional Municipality: Final evaluation report (July 2025)* prepared by Dalhousie University's Clairmont Centre for Community Safety Research

About the training

Nonviolent Crisis Intervention training helps municipal employees recognize and respond to crisis situations using trauma-informed strategies. It was implemented as part of the municipality's Public Safety Strategy 2023-2026 to broaden the spectrum of crisis response. The training builds confidence, promotes empathy and supports safer interactions with residents and co-workers. Evaluation shows strong uptake, lasting relevance and clear benefits across the municipality.



Breadth of training delivery

- **448 participants** trained across 39 sessions (September 2023–May 2025)
 - **289** in team-based sessions
 - **159** in corporate sessions
- Participants from over **18** municipal business units, divisions or teams, plus volunteers and community organizations
- Training was prioritized for employees, community organizations and volunteers who directly interact with residents.



Depth of evaluation

346 post-training surveys	51 six-month follow-up surveys
32 interviews	9 training session observations
3 focus groups	



Staff who use [nonviolent crisis intervention] skills more frequently also report higher confidence, lower stress, and stronger teamwork.

Impact highlights

89% of participants agreed or strongly agreed with all positive indicators post-training (of the skills and techniques learned, training delivery and facilitation)

98% scored above 80% on six-month knowledge check

78% reported increased confidence

55% reported reduced stress and improved public wellbeing

84% said training was highly relevant to their role

70% of six-month survey respondents use NCI strategies at least monthly

22% weekly **16%** daily



How NCI Is Making a Difference

- Strong praise for facilitators and learning environment
- Participants retained core principles like de-escalation and empathetic listening
- Team-based sessions fostered stronger engagement, peer learning, and workplace integration
- Corporate sessions still showed high value and uptake

“Such a great training that made me know how to treat people in distress”

“This training really tied a lot of pieces together... made me feel more confident in what I know and how to apply it”

