



NOVA Crisis Response Team Training™ Advanced Level, Sample 24-Hour/3-Day Agenda

Note: The trainer may alter the timing and sequence of topics.

Day One

- Introductions
- Review of Crisis Theory
- Disaster Strikes (Lunch & Break, small group decision)
- Group Reports

Day Two

- Group Reports
- GCI Review
- Break
- GCI: Defusing, Retrospective
- GCI Practice: Basic
- Lunch
- GCI Practice: Defusing
- GCI Practice: Retrospective
- Break
- Developing a Cross Cultural Action Plan

Day Three

- Children & Elderly Communication Techniques
- Break
- GCI Practice: Children
- GCI Practice: Elderly
- Lunch
- Break
- Review & Questions
- Concluding Remarks & Graduation