



# Collaborative Resolution Services, Inc.

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## Philadelphia Prison System (7,000 inmates)

Over 70% of staff [all levels] experienced Transforming Staff Development Trainings from 1996 through 2002 with the following results as shown by an independent study by Dr. M. Miller:

Staff rated the training as	Excellent	70%
	Good	27%
	Fair	3%
	Poor	0%

**Over six months post training, staff reported still using the skills gained.**

<b>On the job:</b>	<b>Agree</b>	<b>82%</b>
	Not Sure	11%
	Disagree	7%
<b>Off the job:</b>	<b>Agree</b>	<b>85%</b>
	Not Sure	9%
	Disagree	6%

Staff was mandated to take the training. The trainers estimated that **75% of the staff did not want to take the training and a third of them were openly hostile. Yet, the results were very positive** in terms of their enjoyment and the usefulness of the training on and off the job. Documented use of force in the intake unit reportedly dropped 96% in two years and uncooperative departments began collaborating on their own initiative.

### Some typical comments about the training were:

“The renewed camaraderie among our staff was an unexpected benefit.” Deputy Commissioner.

**“I loved it. I had fun. I gained understanding and it was so positive. It was as close to perfection as possible.”** Correctional Officer

“It turned an anger prone problem employee into the “Employee of the Year.” Lieutenant

“Absolutely the best training class I’ve ever attended through the department.” Correctional Officer

**“Before our unit was about to self-destruct and now you have brought us together as a team.”** Correctional Officer

“The Training Academy told us what our job was and you taught us how to do it.” Lieutenant

“In the beginning you could feel the tension, but we all came together as a group. It proved that working as a group, you can be more effective.” Correctional Officer

**“I specially liked the realness of the training.”** Sergeant

“I will use what I have learned for the rest of my life.” Correctional Officer

*“This training is an integral piece of developing more cohesive staff.”* Lieutenant

*Transformational Trainings in Interpersonal Skills and Attitude Development*