

Strategies for Preventing and Diffusing Aggressive Behavior (4-Hours)

Introduction

What is Management of Aggressive Behavior (MOAB)?

MOAB Objectives

Statistics

Violence in Society, Healthcare Facilities, Law Enforcement and Security

Strategies for Preventing and Diffusing Aggressive Behavior

Behavior and Intervention

Mental Conditioning

Plan, Identify and Act

Methods and Communication

Non-Verbal Communications

Personal Space

The Reactionary Distance

Eye Communications

Gestures, Postures and Facial Expressions

Signals to look for and understand

Stages of Conflict & Management

1. Conflict
2. Stage I: Anxiety
 - a. Recognizing Anxiety
 - b. Anxiety Triggers
 - c. Managing the Individual's Anxiety
 - d. Listening
 - e. Five Levels of Listening
 - f. Empathetic Listening
 - g. Supportive Verbal Communications
 - h. Supportive Verbal Communication Skills
 - i. Understanding your fear and panic
 - j. Fear and Panic Create Dysfunction
 - k. Mind and Body Stress Feedback Loop
 - l. How to break the Stress Feedback Loop
3. Stage II: Verbal Aggression
 - a. Recognizing Verbal Aggression
 - b. Managing Verbal Aggression
4. Stage III: Physical Aggression
 - a. Recognizing Physical Aggression
 - b. Managing Physical Aggression
 - c. Cornering
 - d. Diversions
 - i. Diversions that can be used
 - ii. Approaching
 - e. Multiple Individuals
 - i. Positioning

Strategies for Controlling and Restraining Aggressive Individuals (4-Hours)

Introduction to Physical Control Skills

What will you gain from this course?

Safety Rules

Wearing of Jewelry, Pat Out, Practice, Etc.

Principles of Balance

Positioning your body

Principle of Movement

Forward shuffle

Rear shuffle

Lateral shuffle

Principle of Center

Strength of your Center Line

Non-Contact Escort

The Desensitizing Touch

Applying the desensitizing touch

Entering the Personal Zone

Passive Individuals

The Basic Escort

From Desensitizing Touch

Resistive Escort

Defense from Escort Position or Desensitizing Touch

Escape from Escort Position or Desensitizing Touch

Direct to Prone Skills (supplemental)*

Straight Arm Technique

Bent Elbow Technique

Lateral Thigh Technique

Prone Position Control Skills

Horizontal Straight Arm Control

Disengaging from Prone Control Skills

How to Disengage

Approaching and Separating Two Individuals (supplemental)*

Verbal Aggression

Physical Aggression

Special Situations (supplemental)*

From Escort Position

From Chair Position

From Prone Position

Testing and Evaluation

**Supplemental techniques are based on agency needs and not mandatory.*