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.