Strategies for Preventing and Diffusing Aggressive Behavior (Part I)

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 Managing Physical Confrontations (Part III)

**Introduction to Personal Defense and Safety Skills**
Two Basic Types of Assaults on People
Two Methods of Assaults

**Use of Control Management in Self Defense**
Two Categories of Physical Force

**Types of Assaults**
Most Common Types
Other Common Types

**Personal Defense Weapons**
Head, Thumbs, Palms, Heal of Hand, etc.
Vulnerable Areas of the Body

**Levels of Control Management**
Personnel/Individual factors

**Acceleration through the Levels of Control Management**
Clinical predictions of dangers
Important considerations

**Levels of Control Management Diagram**

**Defense from Holds**
Front Choke response options
Rear Choke response options
Bear Hold response options
Wrist Grab release options
Arm Twist response options
Bite response options
Hair Pull response option

**Defense from Stationary (Static) Strikes**
Punch (head) response options
Kick (groin) response options
Armed Threat response options (supplemental)*
Rear Weapon response options (supplemental)*
Edged Weapon response options
Thrown Objects response options

**Defense from Moving (Dynamic) Attacks**
Response options

**Testing and Evaluation**

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