

MOAB Day 1 Course Outline

Strategies for Preventing and Diffusing Aggressive Behavior (Part I)

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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

1. Purpose
2. Conflict
3. Exercise

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. Eliminating External and Internal Distractions
 - h. Supportive Verbal Communications
 - i. Supportive Verbal Communication Skills
 - j. Understanding your fear and panic
 - k. Fear and Panic Create Dysfunction
 - l. Mind and Body Stress Feedback Loop
 - m. How to break the Stress Feedback Loop
3. Stage II: Emotional Confrontation
 - a. Recognizing Emotional Confrontation
 - b. Managing Emotional Confrontation

4. Stage III: Physical Aggression
 - a. Recognizing Physical Aggression
 - b. Managing Physical Aggression
 - c. Cornering
 - i. Three Options
 - ii. Five Common Mistakes
 - d. Diversions
 - i. Diversions that can be used
 - ii. Regaining Control
 - iii. Redirect Activity
 - iv. Approaching
 - e. Multiple Individuals
 - i. Positioning

Review

- Mental Conditioning
- Non-Verbal Communications
- Stage I – Anxiety
- Stage II – Emotional Confrontation
- Stage III – Physical Aggression
- Signals of Regaining Control
- Cornering
- Multiple Individuals

Methods of Instruction

- Learn the fundamentals of how to effectively reach your audience. In addition, learn how to use various presentation technique materials to enhance the learning process
- Principles of Adult Learning
- Foundations of learning
- Instructor Manual and Slides
- Student-Instructor Formations
- Training Aids

Teaching assignments

- Practice Teaching
- Presentation Evaluation

Procedures for Certification

- Certification requirements
- Forms and Exam Information

Testing and Evaluation