MOAB Day 1 Course Outline

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
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