

**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 Communication  
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 Fear & 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: 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
  - d. Diversions
    - i. Diversions that can be used
    - ii. 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

**Testing and Evaluation**