

## **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: 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

**Strategies for Managing Physical Confrontations (4-Hours)**

**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
- Safety Rules (Wearing of Jewelry, Pat Out, Practice, ETC)

**Types of Assaults**

- Most Common Types
- Other Common Types

**Personal Defense Weapons**

- Head, Thumbs, Palms, Heel 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
- Grab/Pull response options

**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

Defense from ground attack (Supplemental)

**Testing and Evaluation**

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