

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