

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

Testing and Evaluation

Strategies for Controlling and Restraining Aggressive Individuals (4-Hours)

Introduction to Physical Control Skills

What will you gain from this course?

Safety Rules

Wearing of Jewelry, Pat Out, Practice, Etc.

Principles of Balance

Positioning your body

Principle of Movement

Forward shuffle

Rear shuffle

Lateral shuffle

Principle of Center

Strength of your Center Line

Non-Contact Escort

The Desensitizing Touch / Escort

Applying the desensitizing touch / Escort

Entering the Personal Zone

Passive Individuals

The Basic Escort

From Desensitizing Touch / Escort

Resistive Escort (supplemental) **

Bent Elbow Technique (supplemental)**

Defense from Escort Position or Desensitizing Touch

Escape from Escort Position or Desensitizing Touch

Touch

Direct to Prone Skills (supplemental)**

Straight Arm Technique / Bent Elbow Technique (supplemental)**

Lateral Thigh Technique (supplemental)**

Prone Position Control Skills (supplemental)**

Horizontal Straight Arm Control

Standing a Controlled Prone Individual (supplemental)*

Disengaging from Prone Control Skills

How to Disengage

Approaching and Separating Two Individuals (supplemental)*

Emotional Confrontation (supplemental)**

Physical Aggression (supplemental)**

Special Situations (supplemental)**

From Escort Position (supplemental)**

From Chair Position (supplemental)**

From Prone Position (supplemental)**

Testing and Evaluation

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