

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.