

MOAB Day 1 Course Outline

Strategies for Preventing and Diffusing Aggressive Behavior (Part I)

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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

1. Purpose
2. Conflict
3. Exercise

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: Verbal Aggression
 - a. Recognizing Verbal Aggression
 - b. Managing Verbal Aggression
4. Stage III: Physical Aggression

- a. Recognizing Physical Aggression
- b. Managing Physical Aggression
- c. Cornering
 - i. Three Options
 - ii. Five Common Mistakes
- d. Diversions
 - i. Diversions that can be used
 - ii. Regaining Control
 - iii. Redirect Activity
 - iv. Approaching
- e. Multiple Individuals
 - i. Positioning

Review

Mental Conditioning
Non-Verbal Communications
Stage I – Anxiety
Stage II – Verbal Aggression
Stage III – Physical Aggression
Signals of Regaining Control
Cornering
Multiple Individuals

Testing and Evaluation