

MOAB® One Day Instructor Course Certification

This Instructor certification course will allow the attendee to train and certify staff in how to effectively and efficiently diffuse anxious or aggressive behavior. MOAB One Day Instructors can teach two (2) of the basic course certifications (MOAB Introduction and One Day MOAB). The difference between the One Day and Three Day Instructor programs are the hands-on techniques (Controlling & Restraining and Managing Physical Confrontations) that are learned.

Cost for on-site training: 795.00 per person (minimum 6) + expenses

Seminar Cost: 795.00 (see seminar locations)

MOAB® One (1) Day Instructor Certification Course participants upon successful completion of this program, will receive the following:

- 3-year In-house Instructor certification from MOAB® Training International, Inc.
- Authorization to train and certify staff in the:
 - MOAB® Introduction (4hour)
 - MOAB® 1-Day Basic certification course
- PowerPoint CD for the MOAB® Introduction and One Day Basic course
- MOAB® 1-day Instructor manual
- MOAB® 75 minute interactive CD (Bonus training method **\$695.00** value)
- Access to the “Members only” portion of the website
- Maintenance of training records
- Continual support from Personal Safety Training Inc. & MOAB® Training International Inc.

- MOAB® Instructor Training Sessions are conducted On-Site or at National Seminar locations throughout the US.

1 Day Instructor Course Outline

Introduction

What is Management of Aggressive Behavior (MOAB®)?

MOAB® Objectives

Statistics

Violence in Society

Strategies for Preventing and Diffusing Aggressive Behavior

- Behavior and Intervention
- Plan Identify and Act

Mental Conditioning

- Purpose
- Rehearsal
- Exercise

Methods of Communication

- Nonverbal Communications
- Three Categories of Nonverbal Communications
- Personal Space Chart
- Personal Space Factors
- Reactionary Distance
- Eye Communications
- Observing Eye Communications
- Proper Use of Eye Communications
- Interpreting Eye Communications
- Gestures, Postures and Facial Expressions

- Signals To Look For and Understand

Stages of Conflict and Management

Stage I - Anxiety

- Recognizing Anxiety
- Anxiety Triggers
- Managing the Individuals Anxiety
- Listening
- Five Levels of Listening
- Empathic Listening
- Eliminating External and Internal Distractions
- Supportive Verbal Communication Skills
- Understanding Your Fear and Panic
- Fear and Panic Create Dysfunction
- Mind and Body Stress Feedback Loop
- How to Break the Stress Feedback Loop

Stage II - Verbal Aggression

- Recognizing Verbal Aggression
- Managing Verbal Aggression

Stage III - Physical Aggression

- Recognizing Physical Aggression
- Managing Physical Aggression

Distractions/Diversions

- Distractions/Diversions That Can Be Used
- Signals of Regaining Control
- Redirect Activity
- Approaching

Cornering

- Three Options
- Five Common Mistakes

Multiple Individuals/Aggressors

- Positioning

- Review

Methods of Instruction

learn the fundamentals of how to effectively reach your audience. In addition, learn how to use various presentation technique materials to enhance the learning process.

- Foundations of Learning
- Principles of Adult Learning
- Instructor Manual and Slides
- Presentation Techniques - Student - Instructor Formations
- Training Aids
- Teaching Assignments
 - Practice Teaching and Presentation Evaluation
- Procedures for Certifications
 - Certification Requirements - Forms and Exam Information
- Written Exam

Course Evaluation

Certification Requirements

- Minimum one day (eight- hours) of training.
- Written exam (twenty questions) with 80% minimum passing score.
- Pass the instructor presentation evaluation, 80% minimum passing score.

Recertification (required every three years)

- Completion and passing grade in the written exam.

Please call us today to schedule MOAB® Management of Aggressive Behavior training for your organization.

Toll Free: 1.866.773.7763 or info@personalsafetytraining.com