

# MOAB<sup>®</sup> One Day Basic Course Outline

An intensive one-day class room session where you will learn how to prevent, manage and diffuse aggressive behavior by recognizing gestures, postures and facial expressions. You will also learn to recognize the stages of conflict and aggression management techniques. The One Day Basic course involves interactive exercises which increase the retention and skills of the participant.

All participants receive a workbook, certificate and a two (2) year certification.

**On-site training Cost: - 2,640.00 + expenses**

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## **Introduction**

What is Management of Aggressive Behavior (MOAB<sup>®</sup>)?

MOAB<sup>®</sup> Objectives

## **Statistics**

Violence in Society

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## **Strategies for Preventing and Diffusing Aggressive Behavior**

Behavior and Intervention

Plan, Identify and Act

## **Mental Conditioning**

Purpose

Rehearsal

Exercise

## **Methods of Communication**

Non-Verbal Communications

Three Categories of Non-Verbal Communications

Personal Space

Personal Space Chart

Personal Space Factors

The 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 & Management**

Conflict

Stage 1 - Anxiety

Recognizing Anxiety

Anxiety Triggers

Managing the Individuals Anxiety

Listening

Five Levels of Listening

Empathic Listening

Eliminating External and Internal Distractions

Supportive Verbal Communications

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

## **Diversions/Distractions**

Diversions/Distractions that Can be Used

Signals of Regaining Control

Redirected Anger

Approaching

## **Cornering**

Three Options

Five Common Mistakes

## **Multiple Individuals**

Positioning

### **Review**

Mental Conditioning

Non Verbal Communications

Stage One - Anxiety

Stage Two - Verbal Aggression

Stage Three - Physical Aggression

Signals of Regaining Control

Cornering

Multiple Individuals

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](mailto:info@personalsafetytraining.com)**