

# MOAB® Three Day Instructor Course Certification

This comprehensive Instructor certification program will allow the attendee to train and certify staff in how to effectively and efficiently diffuse anxious or aggressive behavior, avoid violence, injuries, minimize lawsuits and create confidence to deal with anxious and aggressive people. 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: 1,475.00 per person (minimum 6) + expenses**

**Seminar Cost: 1,475.00 (see seminar locations)**

*MOAB® Three (3) 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
  - MOAB® 2-Day Basic certification course
  - MOAB® (8hr) with Controlling and Restraining
  - MOAB® (8hr) with Managing Physical Confrontations
- PowerPoint CD for the MOAB® Introduction and One Day Basic course
- MOAB® 3-day Instructor manual
- MOAB® 75 minute interactive CD (Bonus training method **\$695.00** value)
- MOAB® Techniques CD (covers 52 physical control and confrontation techniques)
- 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.

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### 3 Day Instructor Course Outline

## **Introduction**

What is Management of Aggressive Behavior (MOAB®)?

MOAB® 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**

- 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

## **Strategies for Controlling and Restraining Aggressive Individuals**

- Introduction to Physical Control Skills
  - What You Will Gain From This Course
- Safety Rules
  - Wearing of Jewelry, Pat Out, Practice, etc.
- Principles of Balance
  - Proper Positioning of Your Body
- Principle of Movement
  - Forward Shuffle
  - Rear Shuffle
  - Lateral Shuffle
- Principle of Center
  - Strength of Your Center Line

- The Non-Contact Escort
  - One and Two Person
- The De-Sensitizing Touch
  - Applying the de-sensitizing touch
- Entering the Personal Zone
  - Passive Individuals
- The Basic Escort
  - From the De-Sensitizing Touch
- Resistive Escort
  - Defense from Escort Position or De-Sensitizing Touch
  - Escape from Escort Position or De-Sensitizing Touch
  - Resistive Individuals
- Direct to Prone Skills
  - Straight Arm Technique
  - Bent Elbow Technique
  - Lateral Thigh Technique
- Prone Position Control Skills
  - Horizontal Straight Arm Control
  - Vertical Straight Arm Control
- Disengaging from Prone Control Skills
  - How to Disengage
- Approaching and Separating Two Aggressors
  - Verbal Aggression
  - Physical or Violent Aggression
- Special Situations
  - From Escort Position
  - From the Chair Position
  - From Prone Position

## **Strategies for Managing Physical Confrontations**

- Introduction to Personal Defense and Safety Skills
  - Two Basic Types of Assaults on People
  - Two Methods of Assaults
- Use of Force in Self Defense
  - Two Categories of Physical Force
- Types of Assaults
  - Most Common Types
  - Other Common Types
- Personal Defense Weapons
  - Head, Thumbs, Palms, Heal of Hand, etc.
  - Vulnerable Areas of the Body

- 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 Options
- Defense from Stationary (Static) Strikes
  - Punch (Head) Response Options
  - Kick (Groin) Response Options
  - Armed Threat Response Options
  - Rear Weapon Hostage Response Options
  - Edged Weapon Response Options
  - Thrown Objects Response Options
- Defense from Moving (Dynamic) Attacks
  - Response Options
- Levels of Force
  - Personnel/Aggressor Factors
- Acceleration Through the Levels of Force
  - Clinical Predictions of Dangers
  - Important Considerations
- Levels of Resistance and Control Management

## **Methods of Instruction**

- Teaching Complex Psychomotor Skills
- Three Phases of Training Complex Psychomotor Skills
- Training Aids
- Teaching Assignments
  - Practice Teaching
  - Presentation Evaluation
- Procedures for Certifications
  - Certification Requirements
  - Forms and Exam Information
- Proficiency Exam

Course Evaluation

**Note:** All of the assertive releases and other miscellaneous techniques/exercises to include special situations, center ear pressure, vertical straight arm control, lateral thigh technique, armed threat, weapon response options and any other strikes are Supplemental Techniques. Supplemental Techniques are not tested for proficiency, but are provided as optional techniques based on agency need.

## **Certification Requirements**

- Minimum three days (twenty-four 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 and proficiency exams.

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)