

MOAB[®] 4-hour Introduction Course

In this very interactive classroom session you will learn strategies to avoid physical harm and learn how to recognize and reduce aggressive behavior with state-of-the-art principles and techniques. The 4-hour introduction session is classroom oriented with 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: One course – 1695.00 + expenses

On-site training Cost: Two courses in one day – 2.640.00 + expenses

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

Methods of Communication

Five Methods of Communication

Non-Verbal Communications

Three Categories of Non-Verbal Communications

Personal Space

Personal Space Chart

Personal Space Factors

The Reactionary Distance

The Reactionary Time

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

Understanding Your Fear and Panic

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

Redirect Anger

Approaching

Multiple Individuals

Positioning

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