

SAM™ Training Session I

School Anger Management Course

SAM™ is an in-depth course that teaches individuals how to recognize, reduce, and manage aggressive and violent behavior. SAM™ is probably unlike any other course you've taken in the past. The material is interesting and extensive. You can immediately apply this material to all areas of your life.

Session one of the course is a large group 2.5-hour presentation which includes an overview of school violence, mental conditioning, verbal & non-verbal communications, empathic listening, managing verbal and physical aggression, and dealing effectively with feelings of anxiety, fear and stress. Class size is unlimited.

Introduction

What is SAM™ ?

SAM™ Objectives

Violence in Schools

Section 1

Strategies for Preventing and Diffusing Aggressive Behavior

Behavior and Intervention

Plan, Identify and Act

Mental Conditioning

Purpose

Rehearsal

Exercise

Section 2

Methods of Communication

Non-Verbal Communications

Three Categories of Non-Verbal Communications

Personal Space

Personal Space Chart

Personal Space Factors

Section 3

The Reactionary Distance

Reaction Time

Section 4

Eye Communications

Observing Eye Communications

Proper Use of Eye Communications

Interpreting Eye Communications

Section 5

Gestures, Postures and Facial Expressions

Signals To Look for and Understand

Section 6

Stages of Conflict & Management - Stage 1 - Anxiety

Recognizing Anxiety

Anxiety Triggers

Managing the Aggressor's 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

Section 7

Stages of Conflict & Management - Stage II - Verbal Aggression

Recognizing Verbal Aggression

Managing Verbal Aggression

Section 8

Stages of Conflict & Management - Stage III - Physical Aggression

Recognizing Physical Aggression

Managing Physical Aggression

Diversions / Distractions

“The only way to deal with emergencies, conflict and avoid violence of any type is through knowledge and training”