

MOAB® Three Hour Introduction

In this hands-on session, you will learn strategies to avoid physical harm and learn how to control aggressive behavior through state-of-the-art principals and techniques, as well as learning escort options.

Course Outline

- Introduction
- What is Management of Aggressive Behavior - MOAB®?
- MOAB® Objectives
- Statistics
 - Violence in Society, Healthcare Facilities, Law Enforcement, and Security

- **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 Aggressor's 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
- Diversions
 - Diversions That Can Be Used
 - Submission
 - Redirect Activity
 - Approaching
- Cornering
 - Three Options
 - Five Common Mistakes
- Multiple Aggressors
 - Positioning