

MOAB® Part One Basic Course

Learn how to prevent, manage, and diffuse aggressive behavior by recognizing gestures, postures and facial expressions. Learn what "personal space" is and when assault is imminent.

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
- Review