

MOAB® One Day Basic Course Outline

An intensive one-day class room session where you will learn how to prevent, manage and diffuse aggressive behavior by recognizing gestures, postures and facial expressions. You will also learn to recognize the stages of conflict and aggression management techniques. The One Day Basic course involves 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: - \$2995 + expenses (airfares, accommodation and meals if required)

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

Mental Conditioning

Purpose
Rehearsal
Exercise

Methods of Communication

- Non-Verbal Communications
- Three Categories of Non-Verbal Communications
- Personal Space
- Personal Space Chart
- Personal Space Factors
- The 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 & 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
- 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

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
Signals of Regaining Control
Redirected Anger
Approaching

Cornering

Three Options
Five Common Mistakes

Multiple Individuals

Positioning

Review

Mental Conditioning
Non Verbal Communications
Stage One - Anxiety
Stage Two - Verbal Aggression
Stage Three - Physical Aggression
Signals of Regaining Control
Cornering
Multiple Individuals

Please call us Australia-wide 1300 656 735 or our manager direct on mobile 0417 189341 or email the manager@trainingschool.com.au to discuss a training course to meet your requirements, either as an individual or a group/company. MOAB courses are conducted by the Australian School of Security and Investigations - <http://trainingschool.com.au>