

# 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 – \$1995 + expenses** (airfares, accommodation and meals if required)

**On-site training Cost: Two courses in one day – \$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

## Methods of Communication

1. Five Methods of Communication
2. Non-Verbal Communications
3. Three Categories of Non-Verbal Communications

4. Personal Space
5. Personal Space Chart
6. Personal Space Factors
7. The Reactionary Distance
8. The Reactionary Time
9. Eye Communications
10. Proper Use of Eye Communications
11. Interpreting Eye Communications
12. Gestures, Postures and Facial Expressions
13. Signals To Look for and Understand

## **Stages of Conflict & Management**

### Conflict

#### **Stage 1 - Anxiety**

1. Recognizing Anxiety
2. Anxiety Triggers
3. Managing the Individuals Anxiety
4. Listening
5. Five Levels of Listening
6. Empathic Listening
7. Eliminating External and Internal Distractions
8. Understanding Your Fear and Panic
9. Mind and Body Stress Feedback Loop
10. How to Break the Stress Feedback Loop

#### **Stage II - Verbal Aggression**

1. Recognizing Verbal Aggression
2. Managing Verbal Aggression

#### **Stage III - Physical Aggression**

1. Recognizing Physical Aggression
2. Managing Physical Aggression

## **Diversions/Distractions**

1. Diversions/Distractions that can be used
2. Redirect Anger
3. Approaching

## **Multiple Individuals**

### Positioning

Please call us Australia-wide 1300 656 735 or our manager direct on mobile 0417 189341 or email the [manager@trainingschool.com.au](mailto: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>