



***The AVADE® De-Escalation training program is designed to educate, prevent, and mitigate the risk of violence to individuals in the workplace.***

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In this four hour (4 hr.) enhanced de-escalation course, participants will learn how to effectively create, develop, and enhance their communication skills, with habits and actions. Participants will learn strategies and techniques to avoid and prevent violence in the workplace. This course involves interactive exercises which will increase the retention and application of the material.

- All participants will receive the book “AVADE® De-escalation Student Guide” and certificate of completion.
- AVADE® Training meets State and Federal requirements for Workplace Violence Prevention.
- AVADE® 4-hr Certification Cost – \$1,997.00 per course.

### **Introduction**

- What is AVADE® De-Escalation Training?
- What is Conflict?
- De-Escalation and Escalation (defined)
- I + R = O (response vs. reaction)
- The AVADE® Principles of Workplace Violence Prevention
- **Intro Exercise - Spatial Empathy**

### **QTIP**

- Professionalism
- What does it take to be a Professional?
- Getting Your Buttons Pushed
- How to Respond when Your Buttons are getting Pushed
- Tapping Out
- Pre-Playing De-Escalation Situations
- Mental Movies and Impressing the Unconscious Mind
- **Exercise 1 - The “Right” Angle & 4 Habits Exercise**

## **IPC = Interpersonal Communication**

- IPC Defined
- IPC Involves
- Maslow's Pyramid of Needs
- Developing Your IPC
- **Exercise 2 - Recognition (needs) Exercise**

## **The Art of Listening**

- Replying vs. Understanding
- Two Levels of Listening
- Developing & Improving Your Ability to Listen
- **Exercise 3 - Eye Contact and Rephrasing Exercise**

## **Body Language the Original Communication System**

- Using Your Body Language
- Types of Presence
- Developing a Positive Presence
- Reading Body Language
- Facial Expressions
- The I's of Eye Communication
- Reading Eye Communication
- Postures and Gestures
- Hands (Universal Signals)
- **Exercise 4 - Bladed Stance and Hands Exercise**

## **Trauma Informed Care**

- What is Trauma?
- What is Trauma Informed Care?
- Best Practices for Trauma Informed Care
- Why am I Here?
- Strategies for Managing Your Stress
- **Exercise 5 - "Why am I Here" - w/Breathing Exercise**

## **The Assault Cycle**

- What is the Assault Cycle?
- The Five Stages of the Cycle of Assault
- Components of the Assault Cycle
- AVOID Statements that can Escalate the Individual
- **Exercise 6 - Reactionary Gap Exercise**

## **De-Escalating Upset (Stressed) Individuals**

- Signs & Symptoms of Stress
- Stress De-Escalation Techniques
- Learning to Ask the Right Questions
- The Art of Asking the Right Questions
- **Exercise 7- Distract and Reset Exercise**

### **De-Escalating Angry (Aggressive) Individuals**

- Signs & Symptoms of Anger
- Anger De-Escalation Techniques
- **Exercise 8 - Tap Out Exercise**

### **De-Escalating Intoxicated (Drugs & Alcohol) Individuals**

- Signs & Symptoms of Intoxication
- Intoxication De-Escalation Techniques
- **Exercise 9 - Escort Technique (1 and 2 Persons) Exercise**

### **De-Escalating Physically Combative/Violent Individuals**

- Signs & Symptoms of Physical Aggression/Assault
- Strategies to Avoid Physical Harm from a Combative Person
- Submission
- Contact and Cover Strategy
- **Exercise 10 - Contact and Cover Exercise**

### **Security Oriented Customer Service**

- $T + S = R$
- Customer Service really is all about YOU!
- SOCS® Ten Steps
- Dealing with Different Types of Customers
- **Exercise 11 - Asking ?'s versus Giving Orders Exercise**

### **Post Incident Response and Documentation**

- Post Incident Response
- Post Incident Documentation
- **Exercise 12 - Setting Boundaries & Options Exercise**

## **Contact Us Today!**

Get started now by requesting a FREE Training Proposal. Call now, Toll Free: 866-773-7763