



***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 eight hour (8 hr.) advanced 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® 8-hr Certification Cost – \$2,997.00 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
- AVADE® De-Escalation Training Objectives
- AVADE® De-Escalation Training Modules
- Benefits of AVADE® De-Escalation Training
- Personal Safety De-Escalation Measures
- Personal Safety De-Escalation Habits
- Developing De-Escalation Habits
- **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
- Remove Yourself
- Humble Yourself
- Pre-Playing De-Escalation Situations
- Mental Movies and Impressing the Unconscious Mind
- Developing & Increasing Your Ability to QTIP
- **Exercise 1 - The “Right” Angle & 4 Habits Exercise**

## **IPC = Interpersonal Communication**

- IPC Defined
- IPC Involves
- Maslow’s Pyramid of Needs
- Developing Your IPC
- Improve and Increase your IPC Skills
- **Exercise 2 - Recognition (needs) Exercise**

## **The Art of Listening**

- Listening Quiz
- Replying vs. Understanding
- The Irony of Listening
- 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)
- The Bladed Stance
- Developing and Improving Your Body Language Skills
- **Exercise 4 - Bladed Stance and Hands Exercise**

## **Trauma Informed Care**

- What is Trauma?
- Short- & Long-Term Effects
- What is Trauma Informed Care?
- Providing Trauma Informed Care
- Six Principles of 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
- Recognizing How to Intervene in the Assault Cycle
- 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
- Seeking Assistance from Law Enforcement
- Seeking Assistance from Security
- Submission
- Signs and Symptoms of 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
- Making Customer Deposits
- 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