

AVADE[®]

WORKPLACE VIOLENCE PREVENTION



DE-ESCALATION

| 1-DAY COURSE OUTLINE |

Education, Prevention, and Mitigation for *Violence in the Workplace*

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

In this 1-day (8-hour) **AVADE[®] De-Escalation** course, participants will learn how to effectively create, develop, and enhance their communication skills and de-escalation skills with habits and actions. Participants will learn strategies and techniques to avoid, prevent, and mitigate violence in the workplace.

This course involves group interaction, discussion, lecture, and practice exercises (skills/drills). The **AVADE[®] De-Escalation** Training is modular-based and can be adapted into a variety of scheduling and training dynamics.

- All Participants Will Receive the **AVADE[®] De-Escalation** Student Guide and Certificate of Completion.
- **AVADE[®] De-Escalation** Training is Nationally Recognized and Court Defensible
- **AVADE[®] De-Escalation** Training 1-Day Certification Cost – \$2,997.00 per course.
(For Up to 20 Participants)

▶ Introduction

- What is **AVADE[®] De-Escalation** Training?
- What is Conflict?
- De-Escalation & 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 & 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 & Increase Your IPC Skills
- Exercise 2 | Recognition 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 & 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 Three I's of Eye Communication
- Reading Eye Communication
- Postures & Gestures
- Hands | Universal Signals
- The Bladed Stance
- Developing & Improving Your Body Language Skills
- Exercise 4 | Bladed Stance & 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 Assault Cycle
- 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
- Learning to Ask the Right Questions
- The Art of Asking the Right Questions
- Exercise 7 | Distract & Reset Exercise

› De-Escalating Angry (Aggressive) Individuals

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

› De-Escalating Intoxicated (Drugs & Alcohol) Individuals

- Signs & Symptoms of Intoxication
- Intoxication De-Escalation
- Exercise 9 | Escort Technique | 1 & 2 Person

▶ 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 & Symptoms of Submission
- Contact & Cover Strategy
- Exercise 10 | Contact & Cover Exercise

▶ Safety 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 Questions vs. Giving Orders Exercise

▶ Post-Incident Response & Documentation

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

▶ **AVADE[®] De-Escalation Student Training Requirements**

- **AVADE[®] De-Escalation** 1-Day Training Course Certification.
- Student Must Pass the Ten Question Written Exam With an 70% or Better.
- One Retest is Allowed. If Student Fails Re-Test, Course Must Be Taken Over Again.
- Recertification for Healthcare is Required Annually.
- Recertification for Corporate Required Every Other Year. (No Time Requirement for Recert)
**Yearly Training is Recommended.*
- Recertification Qualification = Pass Written Test Again.