

AVADE[®]

WORKPLACE VIOLENCE PREVENTION



DE-ESCALATION

| INSTRUCTOR COURSE OUTLINE |

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

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

This instructor course involves exercises, group interaction, discussion, lecture, and scenario-based training. **AVADE® De-Escalation** Training is modular-based and can be adapted into a variety of scheduling and training dynamics.

AVADE® DE-ESCALATION INSTRUCTOR CERTIFICATION COURSE

Upon successful completion of the 1-Day (8-Hour) **AVADE® De-Escalation** Training program, Instructors will receive the following:

- **AVADE® De-Escalation** 3-Year In-House Instructor Certification

Authorization to train and certify staff in the:

- **AVADE® De-Escalation** 2-Hour Certification Course
- **AVADE® De-Escalation** 4-Hour Certification Course
- **AVADE® De-Escalation** 1-Day Certification Course

The **AVADE® De-Escalation** Instructor package includes:

- Access to the **AVADE® De-Escalation** Instructor Portal
- **AVADE® De-Escalation** Instructor Manual
- **AVADE® De-Escalation** Student Handouts and Training Forms
- Be Safe Not Sorry - The Art and Science of Keeping YOU and Your Family Safe From Crime and Violence
- Maintenance of Training Records
- Continual Support From **AVADE®** | Personal Safety Training Inc.

➤ 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 Instructor Training Requirements

- Once Certified, the Instructor Shall Provide Training in the **AVADE[®] De-Escalation** Training Program to Individuals in YOUR Agency Only.
- Each Person Trained by The Certified **AVADE[®] De-Escalation** Instructor Must Receive an **AVADE[®] De-Escalation** Student Guide for Initial Certification and Every Two Years Thereafter. The **AVADE[®] De-Escalation** Instructor is Responsible for Purchasing the Student Guides From Personal Safety Training Inc. **Copying of the Guides is Strictly Prohibited by Copyright Laws.*
- Instructor Must Pass the Twenty Five Question Written Exam with an 80% or Better.
- Instructor Must Pass a Trainers Presentation With an Acceptable Rating.
- Instructor Must Adhere to All Requirements and Guidelines Set Forth in this Instructors Manual.
- Recertification as an Instructor is Required Every Three Years.