



AVADE® De-Escalation Instructor Training Certification Course

The *AVADE® De-Escalation Training* programs are an integral component for maintaining your Workplace Violence Prevention Training Program. This instructor course involves scenario-based exercises, group interaction, discussion, lecture and proven communication techniques. AVADE® de-escalation training is modular based and can be adapted into a variety of scheduling and training dynamics.

Upon successful completion of the 8hour (1-day) AVADE® certification program, Instructors will receive the following:

- AVADE® 3-year In-house Instructor certification - Personal Safety Training Inc.
- Authorization to train and certify staff in the:
 - AVADE® (2 hour) certification course
 - AVADE® (4 hour) certification course
 - AVADE® (8 hour) certification course
- The AVADE® Instructor package includes:
 - *AVADE® 2-hour, 4-hour, and 8-hour PowerPoint presentations*
 - *AVADE® De-Escalation Instructor Manual*
 - *AVADE® De-Escalation Student Guide*
 - *AVADE® Student Handouts and Training Forms*
 - *“Be Safe Not Sorry” – the Art and Science of keeping YOU and your family Safe from crime and violence. (the founder of AVADE® Training - personal story)*
 - *Maintenance of training records*
 - *Continual support from AVADE® Personal Safety Training Inc.*

AVADE® De-Escalation Instructor Course Outline

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**

Chapter 7: 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**

Chapter 8: De-Escalating Angry (Aggressive) Individuals

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

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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**

Chapter 12: Post Incident Response and Documentation

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

Instructor Forms and Requirements

- Appendices
- Adult Learners
- PowerPoint and Manuals
- Presenting to Staff
- Teaching Aids
- Instructor Presentation
- Teaching Practice
- Presentation Evaluation
- Reference Guide and Bibliography
- Procedures for Training
- Training Requirements
- Forms and Written Tests
- Course Feedback

Special Instructor Development Tools and Techniques

The effective Instructor knows that through his/her interaction with their class that motivation and inspiration are needed to affect any long-lasting change. A comprehensive instructor development section provides proven instructional techniques to enhance learning and retention of the AVADE® material taught.

- ✓ Instructor must attend all sessions of the training to be certified.
- ✓ Instructor candidate must pass the 25-question written exam with an 80% or better.
- ✓ Instructor candidate must pass the trainers presentation with an acceptable rating.
- ✓ Instructor must adhere to all requirements & guidelines as set forth in the manual.
- ✓ Recertification as an instructor is required every three years.