

AVADE[®]

WORKPLACE VIOLENCE PREVENTION



WORKPLACE VIOLENCE PREVENTION

| BASIC INSTRUCTOR COURSE OUTLINE |

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

1.866.773.7763 • personalsafetytraining.com • avadetraining.com

© Personal Safety Training Inc. | AVADE® Training

The **AVADE® Workplace Violence Prevention** 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 hands-on training. **AVADE® WPV Prevention** Training is modular-based and can be adapted into a variety of scheduling and training dynamics.

The **AVADE® WPV Prevention Corporate & Healthcare Basic** Training program is nationally recognized, court defensible, and meets regulatory compliance for maintaining a Workplace Violence Prevention Training program.

- **AVADE® WPV Prevention Corporate & Healthcare Basic** Training Aligns with Cal/OSHA Workplace Violence Prevention, Title 8, Section 3342.
- **AVADE® WPV Prevention Corporate & Healthcare Basic** Training Meets OSHA's Developed Guidance for Employers and Workers in Healthcare and Social Services.
- **AVADE® WPV Prevention Corporate & Healthcare Basic** Training Meets the Joint Commission Standard for Maintaining a Culture of Safety.
- **AVADE® WPV Prevention Corporate & Healthcare Basic** Training Meets the Requirement of the Mandated State Laws for Healthcare in: WA, CA, CT, IL, MD, MN, NJ, OR, and NY.

Upon successful completion of the 1.5-Day (12-Hour) **AVADE® WPV Prevention Corporate & Healthcare Basic** Training program, Instructors will receive the following:

- **AVADE® WPV Prevention Corporate & Healthcare Basic** 3-year In-House Instructor Certification

Authorization to train and certify staff in the:

- **AVADE® WPV Prevention Corporate & Healthcare Basic** 2-Hour Certification Course
- **AVADE® WPV Prevention Corporate & Healthcare Basic** 4-Hour Certification Course
- **AVADE® WPV Prevention Corporate & Healthcare Basic** 1-Day Certification Course

The **AVADE® WPV Prevention Corporate & Healthcare Basic** Instructor package includes:

- Access to the **AVADE® WPV Prevention Corporate & Healthcare** Instructor Portal
- **AVADE® WPV Prevention Corporate & Healthcare Basic** Instructor Manual
- **AVADE® WPV Prevention Corporate & Healthcare Basic** Student Handouts and Training Forms
- Be Safe Not Sorry - The Art and Science of Keeping YOU and Your Family Safe From Crime and Violence
- Sample Policies On: WPV Prevention, Active Shooter, Robbery, and More...
- Maintenance of Training Records
- Continual Support From **AVADE®** | Personal Safety Training Inc.

Day 1 | **Level I** Course Outline

WPV Education, Prevention, and Mitigation Techniques

➤ Introduction

- What is **AVADE®** Training?
- What is Workplace Violence?
- Workplace Violence Defined
- The Myth of Workplace Violence
- Crime & Violence in Healthcare
- The **AVADE®** Philosophy
- The Three Categories of WPV Prevention
- **AVADE®** Modules & Objectives
- General Personal Safety Measures
- Personal Safety Habits | Developing Habits | Benefits of **AVADE®** Training

➤ **Module One - Awareness**

- Awareness
- Worker Risk Factors to WPV
- Levels of Awareness
- Self-Awareness
- Emotional Awareness
- The Amazing Mind
- Situational Awareness
- Environmental Awareness
- Unconscious Awareness
- Mental Movies & Impressing the Unconscious Mind
- Higher Awareness
- Developing & Increasing Awareness

➤ **Module Two - Vigilance**

- Hypervigilance
- The Five Senses
- Trust Your Intuition
- Using Your Intuition
- Messages of Intuition
- Developing Intuition
- Stop | Look | Listen

▶ Module Three - Avoidance

- Who Commits Violence?
- Characteristics of Individuals Who Commit Violence
- Stranger Violence
- What is a Predator
- Predator-Prey & Adaptation
- The Reverse Lineup
- Predator Characteristics
- Prey Paradigm
- Prey Characteristics
- Hard Target vs. Easy Target
- Confident-Assertive-Defensive Presence
- Guest | Client | Patient Violence
- Lateral Violence
- Lateral Violence Symptoms
- Domestic Violence
- Observable Behaviour May Suggest Possible Domestic Victimization
- Protect Yourself from Domestic Violence in the Workplace
- Imminent Threat of Domestic Violence in the Workplace
- Developing Your Avoidance Ability

▶ Module Four - Interpersonal Communication Skills

- Interpersonal Communication Skills
- Interpersonal Communication Involves
- Developing Your Communication Skills
- Trauma Informed Care
- The Power of Influence
- The Three I's of Eye Communication
- Body Language
- Postures & Gestures
- Hands | Watch the Hands
- The "Right" Angle
- Components of the Assault Cycle
- Signs & Symptoms of Stress
- Stress De-Escalation
- Signs & Symptoms of Anger
- Anger De-Escalation
- Signs & Symptoms of Intoxication
- Intoxication De-Escalation
- Signs & Symptoms of Combat
- Strategies to Avoid Physical Harm
- Signals of Submission
- Developing Interpersonal Communication

› **Module Five - Defense of Self & Others**

- What is Self-Defense?
- The Attitude of Self-Defense
- Assault
- Types of Assault
- Lawful Use of Defense
- Reasonable Force
- Reasonable Belief
- Deadly Force
- Excessive Force
- Weapons
- Civilian Levels of Defense
- Post-Incident Response
- Post-Incident Documentation

› **Module Six - Stress Management**

- What is Stress?
- Types of Stress
- Fear
- Fight | Flight | Freeze
- Putting the Brakes on the Fight | Flight | Freeze
- Managing Your Stress
- Strategies for Managing Your Stress
- Post-Incident Stress Debriefing
- Critical Incident Stress Debriefing

› Module Seven - Time & Distance

- Time & Distance
- OODA Loop
- Weapons & Time | Distance
- Dangerous Weapons in YOUR Workplace
- The Art-of-Distraction

› Module Eight - Escape Planning

- Escape Planning
- Developing Escape Plans
- Own the Door
- Improper Positioning
- Dominant Hand | Proper Positioning
- The “Right” Angle
- Spatial Empathy
- Proper Escorts
- Relationship Escape Plans
- Developing Escape Plans

› **Module Nine - Environmental Factors**

- Environmental Safety Factors
- Safety Mirrors
- Lighting
- Cameras | CCTV
- Panic Alarms
- Private Places
- Access Control
- Staff Identification
- Parking Lot Safety
- Obstacles Around You
- Telephone Safety

› **Module Ten - Emergency Codes & Procedures**

- Fire Code
- Emergency Codes
- Robbery Code
- Combative Person Code
- Combative Person Team Positioning
- Weapon Code
- Active Shooter
- Surviving an Active Shooter
- Personal Codes for Alerting Others

▶ **AVADE® WPV Prevention Basic Instructor Training Requirements**

- Once Certified, the Instructor Shall Provide Training in the **AVADE® WPV Prevention Corporate & Healthcare Basic** Training Program to Individuals in YOUR Agency Only.
- Each Person Trained by The Certified **AVADE® WPV Prevention Corporate & Healthcare Basic** Instructor Must Receive an **AVADE® WPV Prevention Corporate & Healthcare Basic** Student Guide for Initial Certification and Every Two Years Thereafter. The **AVADE® WPV Prevention Corporate & Healthcare Basic** 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 Pass a Proficiency Skills Test 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.