

# AVADE<sup>®</sup>

WORKPLACE VIOLENCE PREVENTION

## DE-ESCALATION

### COURSE OBJECTIVES



# AVADE<sup>®</sup> De-Escalation Modules and Objectives

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

The AVADE<sup>®</sup> De-Escalation Student Guide focuses on equipping individuals with techniques to prevent and manage aggression in the workplace. It covers recognizing early signs of conflict, using verbal and non-verbal communication to de-escalate situations, and applying strategies like time and distance to avoid physical harm. The program is designed to help individuals intervene safely and meet OSHA guidelines for workplace safety, especially in high-risk environments like healthcare and corporate settings.

**The goal of de-escalation is always compliance and cooperation!**

## **QTIP | QUIT TAKING IT PERSONALLY**

The learner will be able to maintain professionalism and emotional control in escalated situations by applying the QTIP (Quit Taking It Personally) approach to de-escalation.

## **IPC | INTERPERSONAL COMMUNICATION**

The learner will be able to apply effective interpersonal communication skills, including active listening, empathy, and non-verbal communication, to de-escalate situations and promote cooperation through clear, respectful, and persuasive interactions.

## **THE ART OF LISTENING**

The learner will be able to apply active and attentive listening skills to enhance understanding, de-escalate tense situations, and provide empathetic, non-verbal, and verbal feedback during communication.

## **BODY LANGUAGE | THE ORIGINAL COMMUNICATION SYSTEM**

The learner will be able to effectively use and interpret body language cues, including posture, gestures, and facial expressions, to enhance communication, reduce tension, and promote de-escalation in challenging situations.

## **TRAUMA-INFORMED CARE**

The learner will understand trauma-informed care principles, recognize trauma signs and effects, and apply strategies to provide compassionate, safe, and effective care, avoiding re-traumatization and improving patient outcomes.

## **THE CYCLE OF ASSAULT**

The learner will be able to recognize the five stages of the assault cycle and apply de-escalation techniques at each phase to prevent aggressive behavior from escalating into violence.

## **DE-ESCALATING UPSET INDIVIDUALS**

The learner will demonstrate the ability to identify, recognize, and respond to signs of stress and potential escalation, effectively implementing both verbal and non-verbal techniques to defuse and de-escalate tense situations.

## **DE-ESCALATING ANGRY INDIVIDUALS**

The learner will demonstrate the ability to identify, recognize, and respond to signs of anger, aggression, and potential escalation, effectively implementing both verbal and non-verbal techniques to defuse and de-escalate tense situations.

## **DE-ESCALATING INTOXICATED INDIVIDUALS**

The learner will be able to apply verbal and non-verbal de-escalation techniques, maintain situational awareness, and safely manage interactions with intoxicated individuals to prevent escalation and reduce the risk of violence.

## **AVOIDING PHYSICALLY COMBATIVE AND VIOLENT INDIVIDUALS**

The learner will be able to identify, recognize, and respond to signs of potential physical aggression to effectively avoid violent confrontations with combative individuals.

## **SAFETY-ORIENTED CUSTOMER SERVICE**

The learner will be able to apply Safety Oriented Customer Service (SOCS) principles to provide exceptional customer service while maintaining safety, using effective communication techniques to de-escalate potential conflicts and promote cooperation.

## **POST-INCIDENT RESPONSE AND DOCUMENTATION**

The learner will be able to comprehend the importance of post-incident response and post-incident documentation. They will also understand the components of writing an accurate and articulate incident report.