

AVADE[®]

WORKPLACE VIOLENCE PREVENTION



BEHAVIORAL HEALTH

| 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[®] Behavioral Health Program is designed to **educate, prevent, and mitigate** the risk of escalation, aggression, and violence to individuals in the workplace.

This instructor course involves exercises, group interaction, discussion, lecture, and scenario-based training. AVADE[®] Behavioral Health Training is modular-based and can be adapted to a variety of scheduling and training dynamics.

AVADE[®] Behavioral Health Basic Instructor Certification Course

The AVADE[®] Behavioral Health Basic Training Program focuses on behavioral crisis and intervention strategies to effectively manage and de-escalate these incidents, ensuring the safety and well-being of all individuals involved.

- AVADE[®] Behavioral Health Basic Training meets OSHA's developed guidance for employers and workers in healthcare and social services.
- AVADE[®] Behavioral Health Basic Training meets the Joint Commission standard for maintaining a culture of safety.
- AVADE[®] Behavioral Health 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 3-Day (24-Hour) AVADE[®] Behavioral Health Basic Training Program, instructors will receive the following:

- AVADE[®] Behavioral Health Basic 3-year In-House Instructor Certification
- Authorization to train and certify staff in the AVADE[®] Behavioral Health Level I 4-hour Certification Course.
- Authorization to train and certify staff in the AVADE[®] Behavioral Health Level I 1-Day Certification Course.

The **AVADE[®] Behavioral Health Basic** Instructor package includes:

- Access to the **AVADE[®] Behavioral Health** Instructor Portal
- **AVADE[®] Behavioral Health** Instructor Manual
- **AVADE[®] Behavioral Health** 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
- Maintenance of training records
- Continual support from **AVADE[®] | Personal Safety Training Inc.**

Introduction

- AVADE[®] Behavioral Health Crisis and De-Escalation Interventions
- Commonality and Importance of the Term “Behavioral Health”
- Do Individuals with Mental Illness Commit Violence?
- The State of Behavioral Health in America
- Systematic Training Methodology
- The AVADE[®] Safety Principles for Workplace Violence Prevention
- AVADE[®] Mission, Vision, and Philosophy
- Workplace Violence Defined
- Evidence-Based Training
- Barriers to Reporting Incidents of Workplace Violence
- Three Training Levels
- Six Core Strategies[®] for Reducing Seclusion and Restraint Use Alignment
- AVADE[®] Behavioral Health Crisis and De-Escalation Intervention, Level I Modules and Objectives
- AVADE[®] Self-Defense Tactics and Techniques, Level II Modules and Objectives
- AVADE[®] Defensive Control Tactics and Techniques, Level III Modules and Objectives
- Creating an Effective Workplace Violence Prevention Plan
- Proactive Response Planning
- Personal Safety Habits
- Developing Personal Safety Habits
- *Exercise: Commitment*
- Benefits of AVADE[®] Workplace Violence Prevention Training
- *Exercise: Spatial Empathy*

LEVEL I COURSE OUTLINE: CRISIS AND DE-ESCALATION INTERVENTION TRAINING

Module 1: Trauma-Informed Care

- Trauma-Informed Care Defined
- What is Trauma? What Do We Mean by Trauma?
- Adverse Childhood Experiences (ACE)
- What Are Some of the Short and Long-Term Effects of Trauma?
- Key Elements for Providing Trauma-Informed Care
- Six Principles for Trauma-Informed Care
- Key Ingredients of Trauma-Informed Organizational Practices
- Best Practices of Trauma-Informed Care

Module 2: Interpersonal Communication

- Interpersonal Communication (IPC)
- Interpersonal Communication Fundamentals
- Maslow's Hierarchy of Needs
- Understanding Interpersonal Communication Skills
- Facial Expressions
- Eye Communication
- Reading Eye Communications
- Body Language, Postures, and Gestures
- Hand Positions (Universal Signals)
- Developing and Improving Your Interpersonal Communication Skills
- *Exercise: The Miracle*
- The Law of Reciprocation

Module 3: The Assault Cycle

- The Assault Cycle Defined
- The Five Stages of the Assault Cycle
- *Exercise: Reactionary Gap*

Module 4: De-Escalation Tactics and Techniques

- Have You Encountered an Escalated Individual?
- De-Escalation and Escalation Defined
- What is Conflict?
- De-Escalation Ingredients
- The Aim of De-Escalation: Calm, Empathic Communication
- Response vs. Reaction
- The 5 Habits of De-Escalation and Making a Positive Impression

- *Exercise: The 5 Habits of De-Escalation*
- De-Escalation for the Triggering Phase (upset/stressed individuals)
- Triggering Phase De-Escalation Techniques
- De-Escalation for the Escalation Phase (angry/aggressive individuals)
- Escalation Phase De-Escalation Techniques
- Avoidance for the Crisis Phase (physically combative/violent individuals)
- Strategies to Avoid Physical Harm from the Assault Cycle of Crisis
- Security/Code Team Responses to Workplace Violence Incidents
- The Recovery Phase: Submission
- Post-Crisis Phase

Module 5: Anxiety Disorder

- Anxiety Disorder Defined
- Anxiety Disorder Facts and Statistics
- Signs and Symptoms of Anxiety
- Anxiety Causes
- Anxiety Risk Factors
- Types of Anxiety Disorders
- Anxiety Disorder Crisis
- Crisis and De-Escalation Interventions for Anxiety Disorder
- Anxiety Disorder Treatments
- Panic Attack Assessment and Monitoring
- Helping Someone During a Panic Attack
- References for Module 5

Module 6: Depression Disorder

- Depression Disorder Defined
- Depression Disorder Facts and Statistics
- Signs and Symptoms of Depression
- Depression Causes
- Types of Depression Disorders
- Depression Disorder Crisis
- Crisis and De-Escalation Interventions for Depression Disorder
- Depression Disorder Treatments
- References for Module 6

Module 7: Bipolar Disorder

- Bipolar Disorder Defined
- What is Mania?
- What is Hypomania?
- Bipolar Disorder Facts and Statistics
- Signs and Symptoms of Bipolar Disorder (Mania/Hypomania)

- Mixed Episodes in Bipolar Disorder
- Anosognosia
- Bipolar Causes/Risk Factors
- Types of Bipolar Disorder
- Bipolar Complications
- Bipolar Disorder Crisis
- Crisis and De-Escalation Interventions for Bipolar Disorder
- Bipolar Treatments
- References for Module 7

Module 8: Schizophrenia Disorder

- Schizophrenia Disorder Defined
- Schizophrenia/Psychotic Disorders Facts and Statistics
- Signs and Symptoms of Schizophrenia Disorder
- Schizophrenia Disorder Causes
- Types of Schizophrenia and Other Psychotic Disorders
- Schizophrenia/Psychotic Disorders Crisis
- Crisis and De-Escalation Interventions for Schizophrenia/Psychotic Disorders
- Schizophrenia/Psychotic Disorders Treatments
- References for Module 8

Module 9: Obsessive-Compulsive Disorder (OCD)

- Obsessive-Compulsive Disorder (OCD) Defined
- Obsessive-Compulsive Disorder Facts and Statistics
- Signs and Symptoms of Obsessive-Compulsive Disorder
- Obsessive-Compulsive Disorder Causes
- Types of Obsessive-Compulsive Disorder
- Obsessive-Compulsive Disorder Crisis
- Crisis and De-Escalation Interventions for Obsessive-Compulsive Disorder
- Obsessive-Compulsive Disorder Treatments
- References for Module 9

Module 10: Post-Traumatic Stress Disorder (PTSD)

- Post-Traumatic Stress Disorder (PTSD) Defined
- PTSD Facts and Statistics
- Signs and Symptoms of PTSD
- PTSD Causes
- Risk Factors for PTSD
- Types of PTSD
- PTSD Crisis
- Crisis and De-Escalation Interventions for PTSD
- PTSD Treatments
- References for Module 10

Module 11: Substance Use Disorder (SUD)

- Substance Use Disorder (SUD) Defined
- Substance Use Disorder Facts and Statistics
- Signs and Symptoms of Substance Use Disorder
- Substance Use Disorder Causes
- Substance Use Disorder Risk Factors
- Types of Substance Use Disorder
- Substance Use Disorder Crisis
- Crisis and De-Escalation Interventions for Substance Use Disorder
- Substance Use Disorder Treatments
- References for Module 11

Module 12: Co-Occurring Disorder

- Co-Occurring Disorder Defined
- Co-Occurring Disorder Facts and Statistics
- Signs and Symptoms of Co-Occurring Disorder
- Co-Occurring Disorder Causes
- Co-Occurring Disorder Risk Factors
- Types of Co-Occurring Disorder
- Co-Occurring Disorder Crisis
- Crisis and De-Escalation Interventions for Co-Occurring Disorder
- Co-Occurring Disorder Treatments
- References for Module 12

Module 13: Neurocognitive Disorders

- Neurocognitive Disorders Defined
- Neurocognitive Disorders Facts and Statistics
- Signs and Symptoms of Neurocognitive Disorders
- Causes of Neurocognitive Disorders/Dementia
- Risk Factors for Neurocognitive Disorders
- Types of Neurocognitive Disorders
- Understanding the Progression of Neurocognitive Disorders
- Neurocognitive Disorders Crisis
- Crisis and De-Escalation Interventions for Neurocognitive Disorders
- Neurocognitive Disorders Treatments
- Sundowning
- References for Module 13

Module 14: Borderline Personality Disorder

- Borderline Personality Disorder (BPD) Defined
- Borderline Personality Disorder Facts and Statistics
- Signs and Symptoms of Borderline Personality Disorder
- Borderline Personality Disorder Causes and Risk Factors
- Types of Borderline Personality Disorder
- Borderline Personality Disorder Crisis
- Crisis and De-Escalation Interventions for Borderline Personality Disorder
- Borderline Personality Disorder Treatments
- References for Module

Module 15: Autism Spectrum Disorder (ASD)

- Autism Spectrum Disorder (ASD) Defined
- Autism Spectrum Disorder Facts and Statistics
- Signs and Symptoms of Autism Spectrum Disorder
- Autism Spectrum Disorder Causes and Risk Factors
- Types of Autism Spectrum Disorder
- Autism Spectrum Disorder Crisis
- Crisis and De-Escalation Interventions for Autism Spectrum Disorder
- Autism Spectrum Disorder Treatments
- References for Module 15

Module 16: Suicide Prevention

- Suicide Prevention Defined
- Suicide Facts and Statistics
- Warning Signs and Symptoms of Suicide for Adults
- Warning Signs and Symptoms of Suicide for Youth
- Suicidal Ideation and Planning
- Suicide Risk Factors
- Suicide Methods
- Crisis Warning Signs for Suicide
- Crisis and De-Escalation Interventions for Suicide
- References for Module 16

Module 17: Post-Incident Response, Debriefing, and Documentation

- Post-Incident Response
- Post-Incident Debriefing
- Conducting an Incident Debrief
- Debrief Process Form
- Post-Incident Documentation
- Elements of Reporting Self-Defense Force

AVADE[®] Behavioral Health Basic Instructor Training Requirements

- Once certified, the instructor shall provide training in the **AVADE[®] Behavioral Health Basic Training Program** to individuals in *your agency only*.
- Each person trained by the certified **AVADE[®] Behavioral Health Basic** Instructor must receive an **AVADE[®] Behavioral Health Basic** Student Guide for initial certification and every two years thereafter for recertification. The **AVADE[®] Behavioral Health Basic** Instructor is responsible for purchasing the Student Guides from **Personal Safety Training Inc.** **Note: Copying of the guides is strictly prohibited by copyright laws.**
- The instructor must pass the thirty-five-question written exam with an 85% or better.
- The instructor must pass a Trainer's Presentation with an acceptable rating.
- The instructor must pass a Proficiency Skills Test with an acceptable rating.
- The instructor must adhere to all requirements and guidelines set forth in the Instructor's Manual.
- Recertification as an Instructor is required every three years.



CONTACT US TODAY!

Get started by requesting a **FREE** Training Proposal
Reach us at **866.773.7763** or **avadetraining.com**