

AVADE[®]

WORKPLACE VIOLENCE PREVENTION



DE-ESCALATION

| 1-DAY COURSE OUTLINE |

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

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

In this 1-day (8-hour) AVADE[®] De-Escalation course, participants will learn how to effectively create, develop, and enhance their communication skills and de-escalation skills with habits and actions. Participants will learn strategies and techniques to avoid, prevent, and mitigate violence in the workplace.

This course involves group interaction, discussion, lecture, and practice exercises (scenarios). The AVADE[®] De-Escalation Training is modular-based and can be adapted into a variety of scheduling and training dynamics.

- All participants will receive the AVADE[®] De-Escalation Student Guide and Certificate of Completion.
- AVADE[®] De-Escalation Training is nationally recognized and court defensible.
- AVADE[®] De-Escalation Training 1-Day Certification Cost – \$2,997.00 per course (for up to 20 participants)

AVADE[®] De-Escalation Student Training Requirements

- AVADE[®] De-Escalation 1-Day Training Course Certification
- Student must pass the ten-question written exam with 70% or better.
- One retest is allowed. If student fails the retest, the course must be taken over again.
- Recertification for healthcare is required annually.
- Recertification for corporate is required every other year (*yearly training is recommended*).
- Recertification Qualification = pass the written test again.

Introduction

- AVADE[®] De-Escalation
- What Is Conflict?
- De-Escalation and Escalation Defined
- Response vs. Reaction (I + R = O)
- AVADE[®] Principles for Workplace Violence Prevention
- Objectives of AVADE[®] De-Escalation Training
- AVADE[®] De-Escalation Training Modules
- Benefits of AVADE[®] De-Escalation Training
- Developing Personal Safety Habits
- *Exercise: Spatial Empathy*

Module 1: QTIP (Quit Taking It Personally)

- Professionalism
- What Does It Take to Be a Professional?
- Getting Your Buttons Pushed
- How to Respond When Your Buttons Are Getting Pushed
- Pre-Playing De-Escalation Situations
- Mental Movies/Unconscious Mind
- Developing and Increasing Your Ability to QTIP
- *Exercise: The Five Habits of De-Escalation*

Module 2: Interpersonal Communication

- Interpersonal Communication Fundamentals
- The Goal of De-escalation
- Maslow's Hierarchy of Needs
- Understanding Interpersonal Communication Skills
- Developing and Improving Your Interpersonal Communication Skills
- *Exercise: The Five Habits with Recognition/Needs*

Module 3: The Art of Listening

- *Exercise: Listening*
- Replying vs. Understanding
- The Irony of Listening
- Two Levels of Listening
- Developing and Improving Your Ability to Listen
- *Exercise: The 5 Habits with Eye Contact/Rephrasing*

Module 4: Body Language Communication

- Using Your Body Language
- Types of Presence
- Developing a Positive Presence
- Eye Communication
- Body Language, Postures, and Gestures
- Universal Hand Signals
- Developing and Improving Body Language Skills
- *Exercise: Bladed Stance with Hand Positions*

Module 5: Trauma-Informed Care

- What Is Trauma?
- Short- and Long-Term Effects of Trauma
- Key Elements for Providing Trauma-Informed Care
- Six Principles for Trauma-Informed Care
- Best Practices of Trauma-Informed Care
- Why I Am Here
- Strategies for Managing Your Stress
- *Exercise: The Five Habits with “Why I Am Here” and Breathing*

Module 6: The Assault Cycle

- The Five Stages of the Cycle of Assault
- Recognizing How to Intervene in the Assault Cycle
- 20 Things You Should Never Say to Anyone
- Components of the Assault Cycle
- Avoid Statements That Can Escalate the Individual
- *Exercise: Reactionary Gap*

Module 7: De-Escalating Upset (Stressed) Individuals

- Triggering Phase: Upset (Stressed) Individuals
- Signs and Symptoms of Stress
- Stress De-Escalation Techniques
- Learning to Ask the Right Questions
- The Art of Asking Questions
- Distract and Reset
- *Exercise: The Five Habits with Distract and Reset*

Module 8: De-Escalating Angry (Aggressive) Individuals

- Escalation Phase: Angry (Aggressive) Individuals
- Signs and Symptoms of Anger
- Anger De-Escalation Techniques
- *Exercise: The Five Habits with “Tap Out”*

Module 9: De-Escalating Intoxicated (Drugs and Alcohol) Individuals

- Signs and Symptoms of Intoxication
- Intoxication De-Escalation Techniques
- Escort Technique
- *Exercise: The Five Habits with Escort Technique*

Module 10: Avoid Physically Combative/Violent Individuals

- Crisis Phase: Physically Combative/Violent Individuals
- Signs and Symptoms of Combative Physical Aggression
- Strategies to Avoid Physical Harm from a Combative/Violent Individual
- Security/Law Enforcement Responses
- The Recovery Phase: Submission
- Signs and Symptoms of Submission
- Contact and Cover
- *Exercise: The Five Habits with Contact and Cover*

Module 11: Safety-Oriented Customer Service

- Good Customer Service = De-Escalation
- Customer Service Really Is All About You!
- Safety-Oriented Customer Service (SOCS[®])
- Making Customer Deposits
- Asking Questions vs. Giving Orders
- *Exercise: The Five Habits with Asking Questions vs. Giving Orders*

Module 12: Post-Incident Response and Documentation

- Post-Incident Response
- Post-Incident Documentation
- Setting Boundaries and Giving Options
- *Exercise: The 5 Habits with Setting Boundaries/ Giving Options*
- Training Review



CONTACT US TODAY!

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