

# AVADE<sup>®</sup>

WORKPLACE VIOLENCE PREVENTION



## DE-ESCALATION

| INSTRUCTOR COURSE OUTLINE |

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

1.866.773.7763 • [personalsafetytraining.com](http://personalsafetytraining.com) • [avadetraining.com](http://avadetraining.com)

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

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This instructor course involves exercises, group interaction, discussion, lecture, and scenario-based training. AVADE<sup>®</sup> De-Escalation Training is modular-based and can be adapted into a variety of scheduling and training dynamics.

### AVADE<sup>®</sup> De-Escalation Instructor Certification Course

Upon successful completion of the 1-Day (8-Hour) AVADE<sup>®</sup> De-Escalation Training program, Instructors will receive the following:

- **AVADE<sup>®</sup> De-Escalation 3-Year In-House Instructor Certification**
- Authorization to train and certify staff in the:
  - **AVADE<sup>®</sup> De-Escalation 2-Hour Certification Course**
  - **AVADE<sup>®</sup> De-Escalation 4-Hour Certification Course**
  - **AVADE<sup>®</sup> De-Escalation 1-Day Certification Course**

The AVADE<sup>®</sup> De-Escalation Instructor package includes:

- Access to the **AVADE<sup>®</sup> De-Escalation Instructor Portal**
- **AVADE<sup>®</sup> De-Escalation Instructor Manual**
- **AVADE<sup>®</sup> De-Escalation student handouts and training forms**
- *Be Safe Not Sorry: The Art and Science of Keeping YOU and Your Family Safe From Crime and Violence*
- Maintenance of training records
- Continual support from **AVADE<sup>®</sup> | Personal Safety Training Inc.**

## Introduction

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- AVADE<sup>®</sup> De-Escalation
- Have You Encountered an Escalated Individual?
- What Is Conflict?
- De-Escalation and Escalation Defined
- De-Escalation Ingredients
- The Aim of De-Escalation
- Response vs. Reaction (I + R = O)
- AVADE<sup>®</sup> Principles for WPV Prevention
- Workplace Violence Defined
- Objectives of AVADE<sup>®</sup> De-Escalation Training
- AVADE<sup>®</sup> De-Escalation Training Modules
- Benefits of AVADE<sup>®</sup> De-Escalation Training
- Personal Safety Habits
- Developing Personal Safety Habits
- *Exercise: Spatial Empathy*

## Module 1: QTIP (Quit Taking It Personally)

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- 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 5 Habits of De-Escalation*

## Module 2: Interpersonal Communication

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- 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 5 Habits with Recognition/Needs*

## Module 3: The Art of Listening

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- *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

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- Using Your Body Language
- Types of Presence
- Developing a Positive Presence
- Eye Communication
- Reading Eye Communications
- 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

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- 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 5 Habits with “Why I Am Here” and Breathing*

## Module 6: The Assault Cycle

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- 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

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- 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 5 Habits with Distract and Reset*

## Module 8: De-Escalating Angry (Aggressive) Individuals

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- Escalation Phase: Angry (Aggressive) Individuals
- Signs and Symptoms of Anger
- Anger De-Escalation Techniques
- *Reading Exercise: The 5 Habits with “Tap Out”*

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

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- Signs and Symptoms of Intoxication
- Intoxication De-Escalation Techniques
- Escort Technique
- *Exercise: The 5 Habits with Escort Technique*

## Module 10: Avoid Physically Combative/Violent Individuals

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- 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 5 Habits with Contact and Cover*

## Module 11: Safety-Oriented Customer Service

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- Good Customer Service = De-Escalation
- Customer Service Really Is All About You!
- Safety-Oriented Customer Service (SOCS<sup>®</sup>)
- Making Customer Deposits
- Asking Questions vs. Giving Orders
- *Exercise: The 5 Habits with Asking Questions vs. Giving Orders*

## Module 12: Post-Incident Response and Documentation

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

## AVADE<sup>®</sup> De-Escalation Instructor Training Requirements

- Once certified, the instructor shall provide training in the **AVADE<sup>®</sup> De-Escalation Training Program** to individuals in *your agency only*.
- Each person trained by the certified **AVADE<sup>®</sup> De-Escalation** Instructor must receive an **AVADE<sup>®</sup> De-Escalation** Student Guide for initial certification and every two years thereafter for recertification. The **AVADE<sup>®</sup> De-Escalation** 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 twenty-five-question written exam with an 80% or better.
- The instructor must pass a Trainer's Presentation 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**