

AVADE[®]

WORKPLACE VIOLENCE PREVENTION



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| 1-DAY COURSE OUTLINE |

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

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The AVADE[®] Workplace Violence Prevention Program is designed to **educate, prevent, and mitigate** the risk of escalation, aggression, and violence to individuals in the workplace.

AVADE[®] Workplace Violence (WPV) Prevention Certification Course

In this 1-day (8-hour) **AVADE[®] WPV Prevention Course** (with De-Escalation), participants will learn how to effectively create, develop, and enhance their personal safety with skills, habits, and actions. Participants will learn strategies and techniques to avoid and prevent violence in the workplace.

This course involves group interaction, discussion, lecture, and practice exercises (skills/drills). The **AVADE[®] WPV Prevention** training is modular-based and can be adapted into a variety of scheduling and training dynamics.

- All participants will receive the **AVADE[®] WPV Prevention** Basic Student Guide and Certificate of Completion.
- **AVADE[®] WPV Prevention** training is nationally recognized and court defensible.
- **AVADE[®] WPV Prevention** training 1-day certification cost—\$2,997.00 per course (up to 20 participants).

Introduction

- Introduction to Violence in the Workplace
- AVADE[®] Workplace Violence Prevention Training
- Have You Experienced Workplace Violence?
- Barriers to Reporting Incidents of Workplace Violence
- Workplace Violence Defined
- The Myths of Workplace Violence
- The Cost of Workplace Violence
- Crime and Violence in Society
- AVADE[®] WPV Safety Principles
- AVADE[®] System Exercise
- AVADE[®] Workplace Violence Prevention Is Evidence-Based Training
- AVADE[®] Workplace Violence Prevention Modules and Objectives
- Three Training Levels
- WPV Prevention Level I Modules and Objectives
- WPV Prevention Level II Modules and Objectives
- WPV Prevention Level III Modules and Objectives

Creating an Effective Workplace Violence Prevention Plan

- The Three Components of an Effective Workplace Violence Prevention Plan
- Component 1: Administrative Protocols and Procedures
- Component 2: Behavioral Training
- Component 3: Environmental Considerations
- Proactive Response Planning: Prevention and Intervention

Personal Safety Habits

- Whose Responsibility Is Your Personal Safety?
- What Is a Habit?
- Developing Personal Safety Habits
- *Exercise: Commitment*
- Benefits of AVADE[®] WPV Prevention Training

Module 1: Awareness

- Awareness Defined
- Increase Your Awareness of Risks to WPV
- Personal Safety Awareness
- Self-Awareness
- Emotional Awareness
- Situational Awareness
- Environmental Awareness
- 360° View of Awareness
- Unconscious Awareness
- Higher Awareness
- Improve and Increase Your Awareness

Module 2: Vigilance

- Vigilance Defined
- Have You Ever . . . ?
- The Five Senses
- Is There a Sixth Sense?
- Using Your Intuition
- Messages of Intuition
- Developing Intuition

Module 3: Avoidance

- Who Commits Violence?
- Characteristics of Individuals Who Commit Violence
- **OSHA Type I: Stranger Violence**
- What Is a Predator?
- Predator-Prey and Adaptation
- Predator Characteristics
- Don't Be Easy Prey
- Hard Target vs. Easy Target
- Prey (Victim) Characteristics: Easy Target
- Confident-Assertive-Defensive Characteristics: Hard Target
- The Law of Cause and Effect
- **OSHA Type II: Patient/Client Violence**
- Examples of Patient/Client Violence
- **OSHA Type III: Lateral Violence**
- Examples of Lateral Violence
- Warning Signs of Lateral Violence
- **OSHA Type IV: Domestic Violence**
- Examples of Domestic Violence
- Possible Signs of Domestic Violence Victimization
- Protecting the Victim and Workplace from Domestic Violence
- Imminent Threat of Domestic Violence
- **Type V: Extreme Violence**
- Examples of Extreme Violence
- The Five Ws
- Developing Your Avoidance Ability

Module 4: Interpersonal Communication Skills

- Interpersonal Communication Fundamentals
- Trauma-Informed Care
- Six Principles for Trauma-Informed Care
- Understanding Interpersonal Communication Skills
- Facial Expressions
- Eye Communication
- Reading Eye Communications
- Body Language, Postures, and Gestures
- Universal Hand Signals
- Developing and Improving Your Interpersonal Communication Skills
- The 5 Habits of De-Escalation
- The Assault Cycle
- The Five Stages of the Assault Cycle
- The Triggering Phase: Upset/Stressed Individuals
- Signs and Symptoms of Stress

- Stress De-Escalation Techniques
- Learning to Ask the Right Questions
- The Escalation Phase: Angry/Aggressive Individuals
- Signs and Symptoms of Anger
- Anger De-Escalation Techniques
- De-Escalating Intoxicated Individuals
- Signs and Symptoms of Intoxication
- Intoxication De-Escalation Techniques
- The Crisis Phase: Physically Combative/Violent Individuals
- Signs and Symptoms of Combative Physical Aggression
- Strategies to Avoid Physical Harm
- The Recovery Phase: Submission
- Signs and Symptoms of Submission

Module 5: Defense of Self and Others

- What Is Self-Defense?
- Types of Assault
- Lawful Use of Defense
- Security/Law Enforcement Responses to Workplace Violence Incidents
- Levels of Force and Defense
- Aggressive Subject and Staff Factors
- Post-Incident Response
- Post-Incident Documentation

Module 6: Stress Management

- Types of Stress
- Stress Management: Fear
- Strategies for Managing the Stress Continuum
- Strategies for Managing Your Stress Before and After an Incident of Workplace Violence
- Post-Incident Stress Debriefing
- Conducting an Incident Debrief

Module 7: Time and Distance

- Reaction Time (OODA Loop)
- Weapons and Time/Distance
- Dangerous Weapons in Your Workplace
- The Art of Distraction

Module 8: Escape Planning

- Developing Escape Plans
- What's Your Plan?
- Escape Plan Scenarios
- *Exercise: Spatial Empathy*

Module 9: Environmental Factors

- Safety Measure #1: Safety Mirrors
- Safety Measure #2: Lighting
- Safety Measure #3: CCTV Cameras
- Safety Measure #4: Panic Alarms
- Safety Measure #5: Private Places to Avoid
- Safety Measure #6: Access Controls
- Safety Measure #7: Staff Identification
- Safety Measure #8: Parking Lot Safety
- Safety Measure #9: Obstacles Around You
- Safety Measure #10: Telephone Safety

Module 10: Emergency Codes and Procedures

- Characteristics of an Infant Abductor (Risk Factors)
- Robbery Prevention Guidelines
- Robbery Response Guidelines
- Contact and Cover
- Active Shooter Code/Response
- Active Shooters: What We Know
- Active Shooter Characteristics
- Rules for Surviving an Active Shooter
- Stop the Bleed
- Law Enforcement Role in an Active Shooter Situation
- Personal Codes for Alerting Others

AVADE[®] WPV Prevention Student Training Requirements

- **AVADE[®] WPV Prevention** 1-day training course certification.
- The student must pass the 10-question written exam with an 70% or better.
- One retest is allowed. If the student fails re-test, the course must be taken over again.
- Recertification for Healthcare is required annually.
- Recertification for Corporate is required every other year. There is no time requirement for recertification.
- **Yearly training is recommended.**
- Recertification qualification = pass written test and skills test again.



CONTACT US TODAY!

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