

AVADE[®]

WORKPLACE VIOLENCE PREVENTION



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| BASIC INSTRUCTOR 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.

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

AVADE[®] WPV Prevention Basic Instructor Certification Course

The AVADE[®] WPV Prevention Corporate and Healthcare Basic training program is nationally recognized, court defensible, and meets regulatory compliance for maintaining a Workplace Violence Prevention Training program.

- AVADE[®] WPV Prevention Corporate and Healthcare Basic training aligns with Cal/OSHA Workplace Violence Prevention, Title 8, Section 3342.
- AVADE[®] WPV Prevention Corporate and Healthcare Basic training meets OSHA's developed guidance for employers and workers in healthcare and social services.
- AVADE[®] WPV Prevention Corporate and Healthcare Basic training meets the Joint Commission standard for maintaining a culture of safety.
- AVADE[®] WPV Prevention Corporate and Healthcare 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 1.5-day (12-hour) AVADE[®] WPV Prevention Corporate and Healthcare Basic training program, instructors will receive the following:

- AVADE[®] WPV Prevention Corporate and Healthcare Basic 3-year In-House Instructor Certification
- Authorization to train and certify staff in the:
 - AVADE[®] WPV Prevention Corporate and Healthcare Basic 2-hour Certification Course
 - AVADE[®] WPV Prevention Corporate and Healthcare Basic 4-hour Certification Course
 - AVADE[®] WPV Prevention Corporate and Healthcare Basic 1-day Certification Course

The **AVADE[®] WPV Prevention Corporate and Healthcare Basic** Instructor package includes:

- Access to the **AVADE[®] WPV Prevention Corporate and Healthcare** Instructor Portal
- **AVADE[®] WPV Prevention Corporate and Healthcare** Instructor Manual
- **AVADE[®] WPV Prevention Corporate and Healthcare** 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

- 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
- *Instructor Notes: Guided Imagery Exercise*

Module 2: Vigilance

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

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
- **Instructor Notes: The Bladed Stance Exercise**

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
- **Instructor Notes: Testing Our Thoughts Exercise**

Module 7: Time and Distance

- Reaction Time (OODA Loop)
- Weapons and Time/Distance
- Dangerous Weapons in Your Workplace
- The Art of Distraction
- **Instructor Notes: Safe Distance Exercise**

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
- **Instructor Notes: Emergency Call Exercise**

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 Basic Instructor Training Requirements

- Once certified, the instructor shall provide training in the **AVADE[®] WPV Prevention Corporate and Healthcare Basic** training program to individuals in *your agency only*.
- Each person trained by the certified **AVADE[®] WPV Prevention Corporate and Healthcare Basic** Instructor must receive an **AVADE[®] WPV Prevention Corporate and Healthcare Basic** Student Guide for initial certification and every two years thereafter for recertification. The **AVADE[®] WPV Prevention Corporate and Healthcare 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 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**