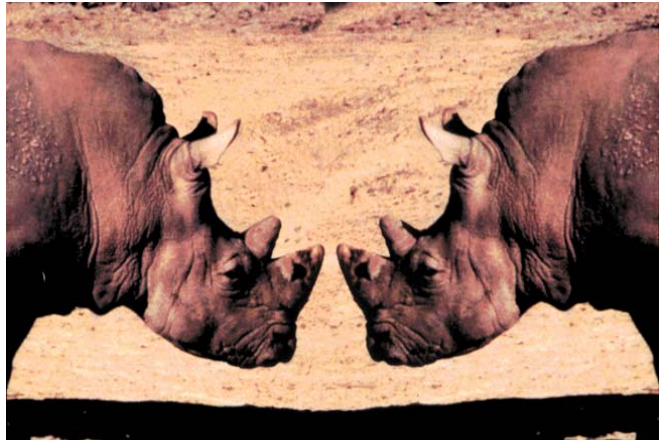


MOAB[®]

Management of Aggressive Behavior



What is MOAB[®] ?

MOAB[®] presents principles, techniques, and skills for recognizing, reducing, and managing violent and aggressive behavior. The program also provides humane and compassionate methods of dealing with aggressive people.

Have you ever...

- Known someone who upsets others simply by their mere presence or body language?
- Known someone who angers people by the way he or she speaks?
- Been uncomfortable by someone's presence, attitude or agitation?
- Been attacked verbally by someone who is yelling, swearing, and/or pointing fingers?
- Been attacked physically?

If so, visualize possessing the skills to...

- Calm people
- Diffuse anxious or aggressive behavior
- Avoid violence and injuries
- Create confidence and the ability to improve any situation
- Minimize or eliminate lawsuit

Regardless of your age, size or strength...

...you can create a win-win situation in difficult confrontations and resolve conflicts decisively and diplomatically with:

- Verbal and non-verbal communication skills
- Personal defense and safety skills

Why MOAB[®] ?

- Every MOAB[®] technique – nonverbal, verbal or physical - is based on a solid principal.
- MOAB[®] goes beyond the strategies for preventing and diffusing a crisis.
- MOAB[®] is the most innovative, comprehensive, and effective course on managing aggressive behavior in the country today. MOAB[®] Training has developed an intense, fresh approach to dealing with people.

For More Information or to Schedule a Class Contact: **Officer Lynn Whitten**
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Course Outline – 4 hour Introduction Course

Introduction

- What is Management of Aggressive Behavior - **MOAB**[®] ?
- **MOAB**[®] Objectives
- Statistics – Violence in Society, Healthcare Facilities, Law Enforcement and security

Strategies for Preventing and Diffusing Aggressive Behavior

- Behavior and intervention
- Plan, Identify and Act

Mental Conditioning

- Purpose
- Rehearsal
- Exercise

Methods of Communication

- Nonverbal Communication
- Three Categories of Nonverbal Communication
- Personal Space Chart
- Personal Space Factors
- Reactionary Distance
- Eye Communications
- Observing Eye Communications
- Proper use of Eye Communications
- Interpreting Eye Communications
- Gestures, Postures and Facial Expressions
- Signals to look for and Understand

Stages of Conflict and Management

- **Stage I – Anxiety**
 - Recognizing Anxiety
 - Anxiety Triggers
 - Managing the Aggressor's Anxiety
 - Listening
 - Five Levels of Listening
 - Empathic Listening
 - Eliminating External and Internal Distractions
 - Supportive Verbal Communication Skills
 - Understanding Your Fear and Panic
 - Fear and Panic Create Dysfunction
 - Mind and Body Stress Feedback Loop
 - How to Break the Stress Feedback Loop
- **Stage II – Verbal Aggression**
 - Recognizing Verbal Aggression
 - Managing Verbal Aggression
- **Stage III – Physical Aggression**
 - Recognizing Physical Aggression
 - Managing Physical Aggression
- **Diversions**
 - Diversions that can be used
 - Submission
 - Redirect Activity
 - Approaching
- **Cornering**
 - Three Options
 - Five Common Mistakes
- **Multiple Aggressors**
 - Positioning