

## **M.A.D. Management of Aggressive and Destructive Behaviour**

### **Training Objective**

Through (classroom/self-study/practical application), provide the knowledge and skills to effectively manage person that have aggressive & destructive behaviour.

Upon successful completion of this program, participants will:

- Understand the concepts of anger, aggression and destructive behaviour
- Have the ability to communicate and protect against aggressive and destructive behaviour
- Clearly articulate your response and actions legally
- Be able to effectively employ the knowledge and skills inside and outside the work place
- Successfully completion of this program will provide a 12 month certification and will allow subsequent re-certification

### **Audience**

This course is intended for the following:

- Law Enforcement
- Security
- Professionals in any job which deals with workplace anger & violence

### **Prerequisites**

Nil

<b>Program Components</b>	<b>Hrs</b>	<b>Result</b>
Awareness Pre-course and classroom	4	Understand anxiety, aggression, anger and violence  Understanding communication strategies and tactics  Understand Active listening skills  Recognizing and understanding behaviours and actions  Understanding Conflict escalation model State learning objectives
C.A.R.E. Communicate Assess Respond to Emotional Disturbed Persons	4	Understand Emotional Disturbed Persons
Defensive Intervention Tactics	8	Apply Self Protection Apply Self Defence Apply conflict and crisis intervention skills

T.E.A.M Tactics for Effective Assault Management	16	Apply Defensive Control Tactics Apply Code White Tactics
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