

**COURSE CONTENT
INCLUDES:**

- Types of Violence in Healthcare
- Case Studies in Hospital Violence
- Recognizing Potentially Violent Behavior
- The Aggression Continuum: Six Steps Between Calm and Physically Violent
- Verbal De-Escalation Skills
- Strong Side / Weak Side Indicators
- Non-Verbal Clues of Pending Violence
- Common Behavioral Characteristics of the Potentially Aggressive Individuals
- Escapes from Grabs, Holds, and Chokes
- Safe and Effective Takedown Techniques
- Application and Proper Use of Restraint Devices
- After An Incident Occurs

The Essentials of Managing Aggressive Behavior

This one day program is a “must have” training session for healthcare professionals who are serious about personal safety in hospitals. As incidents of aggressive behavior in healthcare continue to increase, administrators and providers alike face more and more challenges in de-escalation situations.

Taught by experienced healthcare safety and security professionals, the program prepares the healthcare employee to recognize and defuse aggressive behavior long before it becomes violent, as well as safe techniques to manage the combative person!

ASK ABOUT OUR TRAIN-THE-TRAINER PROGRAM FOR IN-HOUSE TRAINING

Past Clients Include:

**Akron Children’s Hosp, OH
St. Joseph’s Hospital, WI
OSF Healthcare, IL
Good Samaritan Hosp, NE
Saint Joseph’s Hospital, WI
Bon Secours Health System, VA
Franciscan Health System, WA
Cottage Hospital, MI
Richard Young Behav. Hlth Ctr, NE**



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