



**ARTS OF AGGRESSION MANAGEMENT® OUTLINE
SECURITY INDUSTRY – AN ESI INITIATIVE**

I. Introduction – Each course curriculum changes slightly based on the makeup of the participants and the organization they represent. The Course Curriculum is built upon human measure and skills applied to measuring aggression and persuading aggressors from their escalation. This course will address different areas of the security industry and how an understanding of aggression measures makes these environments safer and the diffusing process easier.

Executive Security: So you have learned that the Diamond Formation may not be the best protection for your client. You have learned that placing covert security among the crowd provides better security and permits you to get closure to a potential aggressor. Now, you will learn how to distinguish between the over zealous fans or admirer from the more lethal combatant or the most lethal murder/suicide. Furthermore, by learning how to measure human aggression, you will have far more options than hazardous takedowns. Sometimes, takedowns are necessary but they are dangerous and they always create a scene that your client may not like. In this program, you will learn how to measure a wider range of threats and offer you the ability to engage and diffuse most aggression – often diffusing potential threats without the knowledge of either the crowd or your client. Come learn the epitome of Executive Protection.

Workplace Violence Prevention: Are you tired of your clients hiring vendors who claim to prevent workplace violence but all you witness is them reacting to workplace violence. When your client invests in their Crisis Response, Threat Assessment and/or Conflict Resolution, their investments simply respond to an existing crisis, threat and/or conflict. Since there are those who express their conflict with violence, it becomes essential to get-out-in-front of conflict, if an organization truly wishes to prevent violence. Incidentally, there is a direct correlation between aggression and diminished productivity. You will learn how to both make your client's organization safer and increase productivity.

School Violence Prevention: Schools are a microcosm of our society. The increase in violence in our society is now being reflecting in our schools. Furthermore, there is a direct correlation between aggression in schools and student achievement. Like any workplace, schools are relying on Crisis Intervention, Threat Assessment and Conflict Resolutions to protect students and staff. It isn't working! Aggression Management Solutions can not only make schools safer but also increase student achievement in the process.

Making a community safer: Counterinsurgency under the guidance of Gen. David Petraeus is succeeding slowing in Iraq because it takes into consideration several ingredience that are common in all out-of-control communities. There must first be an overwhelming show of force that convinces the lawless that this is no longer a safe place for them. This show of force must remain 24/7, eventually morphing into local law enforcement. This force begins winning the hearts of the children, convincing them that this is now a safe place to play. Subsequently, the parents will learn this lesson and the local economy will begin to flourish. Once the local economy is flourishing and the children and their parents feel safe, they will begin to turn in any



of those “lawless” that attempt to enter their community. This is, of course, an over simplification but you can imagine how the ability of measure human aggression, engage and prevent harmful conflict will advance the cause of making a community safer.

The purpose of this workshop is to gather a select group of security professionals to review these unique and proprietary aggression measures and together with Dr. Byrnes, apply them more specifically in the security industry. Because legal defensibility is becoming more a mandate within the security profession and because Aggression Management Indicators can assist in achieving legal defensibility; David Nichter will work to illustrate how these indicators can be applied to achieving this increasing important goal. All participants who complete this course will receive a certificate as an Aggression Manager and will be considered for an upcoming Aggression Management Trainer Certification Workshop to follow building upon the suggestions made in this workshop.

II. The Art of Being Prepared™ - This is a critical step in the process of Aggression Management®. The chain of events that can lead to an explosive and violent incident is traced, and the individual triggers are identified. This will permit participants to recognize the sources and early signs of impending aggression so that they can defuse the situation at its early stages thereby preventing conflict and an incident. Participants are introduced to the Aggression Continuum™ which provides a measurable means by which to manage aggression in others and in ourselves. Participants are also introduced to the most common personality traits in potentially troublesome individuals and how they manifest themselves in the work environment. The elements of a plan and the tools at your disposal are reviewed, and your best weapon is identified.

- A. Physiological exercises to Manage Aggression in Ourselves: *Cycle Breathing, Visualizing Solutions, Split Second Pause*
- B. Formulating a Plan
- C. What's in Your Tool Box
- D. Your Best Weapon
- E. The Aggression Continuum - *Measuring & Managing Aggression*
- F. Identifying personality traits of potentially troublesome people – *The Unmagnificent Seven*
- G. Taking Responsibility for your actions
- H. Documentation needs

III. The Art of Persuasion™ - Workshop participants learn about both verbal and non-verbal communications and how to interpret the aggressor's messages. The skills needed to communicate effectively in order to defuse and prevent potentially explosive situations are taught.

- A. How to Communicate in the Aggression Environment
- B. Fundamental: Suggestion, Impressment, Controlling the Options
- C. How Aggression Changes the Communication Process
- D. How Aggression Changes the Perception Process
- E. How Aggression Impacts the Role of Culture



- F. Using Feedback to Read the Aggressor's Message
 - 1. Understanding Deliberate & Instinctive Gesticulation
 - 2. Recognizing Deception
 - 3. Identifying Territorial Signaling
 - 4. The Eyes Tell a Story
- G. Pacing the Aggressor:
 - 1. Trust and Establishing the Bridge
 - 2. The Crux of the Matter
 - 3. High Priority Values
 - 4. Verbal Techniques: *Setting Limits, Smoothing, Reframing, Triangling*
 - 5. Emotional Weighting
 - 6. Paraphrasing
 - 7. Dealing with Insults
 - 8. Understanding the Negative Side of Verbal Manipulation
 - 9. The Anatomy of Verbal Aggression: *The Verbal Aggression Scale*
 - 10. Manual Pacing
 - 11. The X and Y of Persuasion
 - 12. The Use of Empathy
 - 13. Speaking to the Aggressor
 - a. things you cannot say
 - b. things you can say
 - c. the solutions attitude
 - d. 3 steps to effective persuasion

IV. The Art of Safe Escape™ - The importance of a safe environment is noted and the tools to effect an escape-friendly workplace are described. The participants learn how to work closely with fellow employees, designing signals and codes for immediate communications in potentially difficult situations. Position assessment is reviewed, and the steps to prepare for a safe escape, including exit identification, are covered.

- A. Physical Office Setups
- B. Codes and Signals
- C. Assessing Your Position; using available resources
- D. Understanding Primal Instincts
- E. Choosing the High Ground
- F. Accelerated Aggression Management®
- G. When the Adrenaline Rushes: *How Adrenaline Helps Us Measure Aggression in Others*
- H. Understanding the Power of Intuition
- I. Reactionary Gap
- J. Solo Intervention
- K. Team Intervention
- L. Robbery, How to Conduct Yourself: *The Predator's Interview*
- M. Road Rage/Air Rage
- N. Domestic Violence Spillover, What to Do about it
- O. Certainty: The State of Being Certain in an Uncertain World