

Threat Assessment & Threats of Violence Training

In today's society a business' staff members may encounter agitated or volatile individuals who could cause significant damage to the business' reputation and staff member's safety if the situations are not recognized & resolved expeditiously. PRS offers Threat Assessment training covering this topic holistically. The block sections may be chosen in a coupling (2) and each coupling will constitute a full day (6 hours' worth) of instruction from our Senior Consultant(s). The coupling may be mixed & matched with any of the blocks that are available from this list provided.

SIX 3-HOUR BLOCKS ON THREAT ASSESSMENT

1. Workplace Violence (WV) – not just a volatile act
 - a. Understanding exactly what is WV
 - b. Understanding common precursors listed as WV issues
 - i. Bullying, Harassment (including sexual), Intimidation, Domestic (intimate) Partner Violence, Stalking, Mental Health Issues
 - c. Understanding how these escalate to WV
 - d. Understanding your basic duties & responsibilities
 - e. Case Scenarios

2. Workplace Violence (WV) – It Can Become Volatile
 - a. Understanding Common WV Traits
 - b. Understanding the Progression to a Violent Act
 - c. Understanding Regulatory Compliance Issues & Your Liabilities
 - d. Understanding the Basics of Threat Assessments

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- e. Case Scenarios

- 3. Active Shooter
 - a. Understanding the Motives behind the Active Shooter
 - i. How it Differs from the WV perpetrator
 - ii. FBI extensive research to-date
 - b. Understanding Preparation Policies/Procedures
 - i. Are there any things to look for or Warning Signs
 - 1. Unusual Activity and/or Unusual Persons
 - ii. A Review of Several Programs in Place
 - iii. Most Common Agreed Upon Methodology of Prep
 - 1. Run, Hide, Fight
 - iv. What can you do to Prepare for an Active Shooter
 - c. Case Scenarios to Determine how to Best Plan on Handling

- 4. Dealing with Difficult People (Client/Customer/Employee)
 - a. Understanding Conflict
 - b. Understanding Your Reactions
 - c. Conflict Resolution and Communication Skills
 - d. Preparation for Communications
 - i. Understanding Others
 - ii. Steps to De-Escalate
 - e. “SCAN” Technique

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- f. Hands-On Scenarios to Practice Techniques
- 5. How to Deal with Intoxicated/Aggressive Individuals
 - a. Listen; Sometimes they only need to vent
 - b. Your Reactions
 - i. Body Language, Body Positioning/Posturing
 - c. Your Communications
 - i. Get Them Thinking – Ask Questions, Understand Their Grievance,
 - d. Lay Out Consequences for Their Behavior
 - i. Explain Why they have to Leave
 - e. Hands-On Scenarios to Practice Techniques
- 6. Dealing with Mentally Unstable Customers & Aggressive Calls
 - a. Mental Illness & Violence
 - i. Mental Illness more Violent in Facilities than on the Street
 - ii. Character Disorders more Violent on the Street
 - b. Mentally Ill Often Looking for Controls
 - i. Most are Fairly Cognitive if not Acting Out; just need to be listened to
 - c. When you get an Aggressive or Threatening Caller
 - d. Attempt to Engage in Conversation
 - e. Emotions are Up for Those in Conflict
 - i. Cognitive Processing Helps Lower Emotions
 - ii. Use the Yes-But, “ABC” Technique to Get to Resolve
 - f. Practice Scenarios

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