

In Conjunction with NCHERM



Center for Aggression Management<sup>®</sup>  
Proprietary Client Materials

Aggression Management Solutions  
Two-day Curriculum

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## **AGGRESSION MANAGEMENT SOLUTIONS TWO-DAY COURSE CURRICULUM**

These tools and skills will permit Intervention Team Members the ability to identify and measure emerging aggression and the skills to effectively engage, prevent and/or defuse human aggression. Each course curriculum changes slightly based on the makeup of the participants and the institution they represent. The Course Curriculum is predicated upon indicators and skills applied to measuring aggression and persuading aggressors from their escalation. These culturally neutral measurable indicators focus on preventing aggression versus merely reacting to it.

Crisis Management, Threat Assessment and Conflict Resolution are important initiatives. Yet they are too often investments in a response to existing crisis, threat or conflict. Since there are individuals who express their conflict with violence, these investments merely provide reaction, not prevention. Aggression Management Solutions provides the means and methods for Intervention Team Members to prevent conflict and thereby threats and potential crisis.

Profiling, does it work? U.S. Secret Service and U.S. Department of Education, concluded in their Safe School Initiative

*There is no accurate or useful profile of the school shooter, nor for assessing the risk that a particular student may pose for school-based targeted violence.*

*An inquiry should focus instead on the student's behaviors and communication to determine if the student appears to be planning or preparing for an attack.*

Aggression Management Solutions is uniquely built upon measuring the *emergence* of aggression, enabling Intervention Team Members the ability to prevent school shootings with their proprietary Primal and Cognitive Aggression Continua.

### **THE ARTS OF AGGRESSION MANAGEMENT®**

**The Art of Being Prepared™** - This is a critical step in the process of Aggression Management. The chain of events that lead from conflict to an explosive and violent incident are traced, and the individual triggers are identified. This will permit workshop participants to recognize the sources and early signs of impending aggression so they can first prevent and if necessary defuse a situation in its earliest stages. Intervention Team Members are introduced to the most common personality traits in potentially troublesome individuals and how they manifest themselves in the higher education environment. The elements of a plan and the tools at your disposal are reviewed, and your best solutions are identified.

**The Art of Persuasion™** - Workshop participants learn about both verbal and nonverbal communications and how to interpret the aggressor's messages. The skills needed to communicate effectively in order to prevent or defuse potentially explosive situations are taught. Intervention Team Members will learn how to best convince an aggressor that their suggested course of action is in the aggressor's best interest. They will learn how the Primal and Cognitive Aggression Continua are linked to their corresponding effective solutions to best prevent or diffuse aggression.

**The Art of Safe Escape™** - The importance of a safe environment is noted and the tools to effect an escape-friendly environment are described. The workshop participants learn how to work closely with fellow staff, faculty and students, 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.

## **DAY ONE**

### **COURSE OBJECTIVES**

- Conventional Approaches, Are They Working?
  - Conflict Resolution
  - Anger Management
- Human Skills for Humans (Culturally Neutral Indicators)
- Assertiveness versus Aggressiveness
- Understand and Measure Human Aggression
  - Adrenaline and Intent Driven Aggression
- Manage and Mitigate Aggressive Behavior
- Influence of Threat (Aggression) on Learning
  - Threat versus Trust
  - Teamwork & Cooperation
  - Leadership
  - Loyalty
  - Safety and Workers Compensation
- On The Road to Legal Defensibility
- Implementing a Plan to Make Our Campus Safer

### **SUBJECT 1 - INTRODUCTION TO AGGRESSION MANAGEMENT**

- Prevention versus Reaction
  - Crisis Management
  - Threat Assessment
  - Conflict Resolution
  - Increase training for first responders
  - Background checks for firearm sales
- Profiling, does it work?
  - U.S. Secret Service & U.S. Dept. of Education, Safe School Initiative
- Law Enforcement Dilemma
  - Reasonable Suspicion
  - Probable Cause
  - Proposed Elevated Suspicion
- Mental Health Counseling Dilemma
  - Privacy Issues and Ethics
  - Imminent harm to themselves and others
- Can you identify a shooter?
  - The Trigger Phase
  - The Escalation Phase
  - The Crisis Phase
- Opening Exercises
- Developing/Introducing Partners
- Explanation of Exercises
- What is Aggression?
- What Causes Aggression?
- What are the Facts?
- Financial & Personal Costs of Aggression on Learning
- The Consequences of Aggression
- The Changing World of Managing the Risk of Aggression

- Definitions of Aggression/Conflict

## **SUBJECT 2 – THE MAKING OF AN AGGRESSION MANAGER**

- Aggression Continuum & Proper Response
- Aggression Management Characteristics
- Aggression Continuum
- Measuring Aggression
- Trigger Phase
- Escalation Phase
- Crisis Phase
- Primal and Cognitive Aggression

## **SUBJECT 3 – PRIMAL AGGRESSION**

- Primal Aggression Continuum
- Primal Escalation Phase
- Verbal Aggression
- Primal Crisis Phase
- Signs of Imminent Attack
- Measuring and Managing Adrenaline
- Aggression in Ourselves

## **SUBJECT 4 – COGNITIVE AGGRESSION**

- Cognitive Aggression Continuum
- Cognitive Escalation Phase
- Cognitive Crisis Phase
- Cognitive Aggression in Ourselves
- Cognitive Aggression in Others
- Primal and Cognitive Continua, Conjoined
- The Research Behind the Aggression Continuum

## **SUBJECT 5 -- THE UNMAGNIFICENT SEVEN**

- Sherman Tank
- Red Flags, Time to Bring in the Professionals
- Sniper
- Exploder
- Complainer
- Negativist
- Clam
- Bulldozer
- The Five Universal Approaches

## **SUBJECT 6 – DOTTING THE “I’S” & CROSSING THE “T’S”**

- Being Prepared
- Having a Plan & Anticipating Conflict
- Using Your Head
- Tools of Persuasion
- Taking Responsibility for Your Actions

- Be Ready to Document
- Type of Documentation Needed
- The Value of Documentation
- The Rules of Documentation

#### **SUBJECT 7 – BUILDING A FOUNDATION FOR COMMUNICATION WITH AN AGGRESSOR**

- The Importance of Understanding Persuasion
- Trust Verses Threat
- The Communication Process
- The Perception Process
- Perception Exercise
- Evaluation

### **DAY TWO**

#### **SUBJECT 8 – COMMUNICATION PROCESS WITH AN AGGRESSOR**

- Integrating the Aggression Continua
- Asking Questions
- Crux of the Matter
- Emotions and Attitudes, Obstacles of Persuasion
- Aggressor's Emotional Weighting
- Moving from Right Brain to Left Brain
- Paraphrasing or Parrot-Phrasing
- Verbal Manipulation

#### **SUBJECT 9 – PACING, VERBAL PERSUASION**

- Integrating the Aggression Continua Methods of Pacing
- Three Steps to Verbal Persuasion
- Verbal Strategies That Work
- Social Triangling
- Dealing with Insults
- Control your Options
  - Setting Limits
  - Smoothing
  - Reframing
  - Cooling Off

#### **SUBJECT 10 – NONVERBAL PACING, PART 1**

- Solution-Person
- Reading and Interpreting Messages
- Feedback
- Deception Detection
- Eye Movement
- Gesticulation
  - Deliberate
  - Instinctive

## **SUBJECT 11 – NONVERBAL PACING, PART 2**

- Space Invaders
- Eye Contact and Touching
- Focusing on Similarities
- What Do We Have In Common?
- Universal Commonalities
- Postural Echoing
- Best Nonverbal Approach
- Cognitive Aggression Continuum with Corresponding Skill
- Role Play Exercise: Assessing Your Acquired skills
  - Measuring Our Results
  - Thinking Out of The Box
  - Understanding Empathy

## **SUBJECT 12 – APPLYING THE ART OF PERSUASION TO THE UNMAGNIFICENT SEVEN**

- Assigned Exercises
- Understanding the Results

## **SUBJECT 13 – THE ART OF SAFE ESCAPE**

- Handling a Crisis
- Fight or Flight, Which is the Best Option?
- The Primal and Cognitive Aggression Continua, Crisis Phase
- Understanding the Judicious Interview
- A Practice and Scalable Application
- Choosing the High Ground
- High Priority Values
- The Need to Get “Real”
- The Split-Second Pause
- Knowing How/When to Escape
- Changing Your Work Environment
- Managing Aggression

## **SUBJECT 14 – SUMMARY, ISSUE MAPPING AND IMPLEMENTATION**

- The Aggression Continua and Corresponding Effective Responses
- Using Your Head
- Primal Aggression
- Cognitive Aggression
- The Unmagnificent Seven
- Communication, Pacing and Application
- Physical & Mental Escape
- The Development and Implementation of an Aggression Management Plan
  - Issue Mapping
- Certainty (Re-motivation)
- The Benefits of Aggression Management Solutions
- Dispensing Aggression Management Solutions
- Closure (Aggression Managers)