

PERSONAL PROTECTION TRAINING PROGRAM

COURSE OUTLINE



PROBLEMS ADDRESSED

The *Personal Protection* training program is focused on:

- identifying situations that could compromise safety
- avoiding and escaping a physical assault
- protecting oneself from harm if an assault occurs.

In other words, the tactics covered are meant to be used once *Appropriate Action* is necessary due to a clearly articulable safety violation. As emphasized in the *Non-Escalation, De-Escalation, and Crisis Management* training program, an escalation of methods should occur only in such situations.

TARGET AUDIENCE

This program is meant for all contact professionals—individuals who spend the vast majority of their time directly interacting with the general public or their organization’s staff (e.g., staff in healthcare, education, behavioral health, social services, transit, hospitality, and retail).

However, the principles of *Personal Protection* also have value to anyone who would benefit from knowing how to keep themselves and others safe.

Contact professionals who have a responsibility to respond to emergency situations should refer to the *Vistelar Positive Interventions* or *Physical Alternatives* training program.

COURSE DESCRIPTION

This training program builds upon the *Vistelar Non-Escalation, De-Escalation, and Crisis Management* program, which teaches non-physical-engagement methods to take *Appropriate Action* when faced with a clearly articulable safety violation.

This program goes into more depth on identifying situations that could compromise safety and teaches physical-engagement tactics to avoid or escape a physical assault and, if an assault occurs, protect oneself from harm.



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BENEFITS

Participants will gain the knowledge, skills, and abilities to:

- develop a safety mindset
- identify threat indicators that may compromise safety
- recognize when verbal methods have failed and it is necessary to take further action
- sound alert and create alarm when faced with danger
- use distance, positioning, and hand placement to avoid physical assault
- safely mitigate and escape from physical assaults
- debrief, document, and report violent incidents
- articulate the reasons for taking action

Organizational results include:

- increased productivity
- decreased risk and liability
- less absenteeism and turnover
- fewer worker compensation claims

TOPICS COVERED

The *Personal Protection* training program covers the following topics:

- When physical tactics are appropriate
- Right to defend yourself
- Identifying situations that could compromise your safety:
 1. Keep Yourself and Others Safe
 2. Safety Mindset
 3. Be Alert & Decisive
 4. Respond, Don't React
 5. Applied Proxemics
- Protecting oneself from harm if a physical assault occurs:
 6. Sound Alert | Create Alarm
 7. Threat - Avoid
 8. Threat - Escape
 9. Threat - Defend
- Ending an interaction:
 10. Re-Evaluate
 11. Closure

