

POSITIVE INTERVENTIONS TRAINING PROGRAM

COURSE OUTLINE



PROBLEMS ADDRESSED

The *Positive Interventions* training program is focused on intervening in situations where a person is

- refusing to cooperate with a direction or a request that is necessary to keep themselves and others safe
- displaying unsafe behaviors that could cause harm to themselves or others
- fleeing or escaping when it is unsafe to do so
- hurting or threatening to hurt themselves or others
- denying medical or other intervention when doing so is likely to lead to serious injury or death

In other words, the tactics covered are meant to be used once deciding *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 or if verbal interventions fail.

TARGET AUDIENCE

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

Public safety and security contact professionals should refer to the Vistelar *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 teaches how to make a justifiable and desirable decision to intervene in a situation and, once such a decision is made, how to stabilize a situation using less-intrusive physical engagement tactics.



Addressing the Entire
Spectrum of Human Conflict

For more information go to www.vistelar.com

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BENEFITS

Participants will gain the knowledge, skills, and abilities to

- develop a decision mindset
- recognize when verbal methods have failed and it is necessary to take further action
- make a justifiable and desirable decision to physically intervene rather than continuing to use non-escalation, de-escalation, and crisis management methods
- effectively, safely, and professionally stabilize a situation using the six levels of stabilization once a decision to physically intervene has been made
- safely escort individuals to another location
- debrief, document, and report violent incidents
- articulate the reasons for taking action

Organizational results include

- increased productivity
- decreased risk and liability
- protected reputation
- fewer worker compensation claims

TOPICS COVERED

The *Positive Interventions* training program covers the following topics:

- When physical tactics are appropriate
- Pre-Approach Considerations
 - Non-Escalation/De-Escalation
 - Be Alert & Decisive
 - Respond, Don't React
- Decision to Intervene
 - Decision Mindset
 - Exit or Intervene
 - Justification | Desirability
- Intervention Options
 - Stabilize: presence, verbal, standing, wall, ground, restraint
 - Escorts
- Ending an Interaction:
 - Closure

