Risk Mitigation Technologies, LLC

RECOGNIZING AND RESPONDING TO AGGRESSIVE BEHAVIOR

We create safer and more productive environments by providing actionable strategies and customized solutions to protect lives, assets and reputations

Verbal De-escalation Techniques

Your safety may depend on your conflict management style. Therefore, it is important to develop strategies for ensuring personal safety in potentially stressful situations.

In any conflict, you have a choice

- ✓ Escalate the incident further
- ✓ De-escalate the situation

How you de-escalate can have great benefits for any organization

- ✓ Less workplace violence incidents
- ✓ Less use of force incidents
- ✓ Decreased disciplinary actions
- ✓ Decreased customer complaints
- ✓ Increased customer satisfaction

Our Verbal De-escalation course is based upon over 30 years' experience in working on the front lines of crisis, and is comprised of simple, effective and realistic de-escalation skills presented in a highly-engaging and thought-provoking interactive learning session designed for improving overall responses to crisis situations.

Takeaways

- ✓ Learn about the best ways to approach and understand a potentially dangerous or threatening situation
- ✓ Develop strategies for improving your overall response to crisis event.

Our programs are practical and engaging, designed to raise awareness without creating fear, and focus on developing new behaviors. Knowledge is key! Want to learn more about being prepared to De-escalate a situation at work, or at home? Give us a call. We are always here to help.

Situational Awareness for Safety

The Situational Awareness for Safety course provides knowledge, tools, and strategies to help you maintain situational awareness and stay safe.

In this course, we will introduce you to theory and concepts associated with systematic observation and situational awareness. You will learn how to systematically observe your environment and identify people and things that may not look right. With this awareness, you can make more informed decisions and take actions to keep you safe.

This curriculum was developed for anyone (not just law enforcement and security professionals) who wants to learn to be more aware of their environment and use that awareness to stay safe.

By always being connected (through phones, social media, and our busy lives) we tend to ignore what happens around us - but this can be dangerous. Learning to be situationally aware can help you make conscious, sound, and safe decisions.

Learning Outcomes

By the end of the course, you will

- ✓ Learn about systematic observation and how to systematically observe any environment
- ✓ Complete practical exercises and build your systematic observation skills
- ✓ Learn to use these observation skills to make a more informed plan of action

Who Should Attend?

- ✓ Just about everyone

We deliver actionable strategies and customized solutions to meet your needs!

Personal Safety and Situational Awareness for Front Desk Professionals

Front desk professionals have a lot more responsibilities and tasks than first meet the eye. Regardless of the industry, they are the first point of contact tasked with making a desirable first impression, while being assertive and maintaining control of the lobby. Multitasking is often called for in busy settings.

Your front desk staff are also very often the first to encounter upset visitors or those posing a threat to the personal safety of your employees.

Personal safety and situational awareness training for front desk professionals gives them the tools to better manage a variety of situations with the goal of increasing their and the staff's safety. Content customized to best suit client needs.

Topics Covered Include

- Introduction to and improving situational awareness
- Projecting a confident yet pleasant presence
- Authenticating visitors and adherence to sign / badge protocol
- Reinforcing access control policy and preventing "tailgating"
- Pranks calls, threatening calls, bomb threats and/ or messages
- Protective Intelligence. What is this and what does it look like?
- Observation and reporting
- "Charming the Front Desk" What is this & what does it look/sound like
- Domestic Violence Spillover
- Dealing with difficult clients or visitors
- The "Safe Room" and panic button strategies
- Early openers and late/ last closers
- Elevators, stairwells, transitional environments and parking structures
- Dealing with questionable strangers demanding access
- "Overt" versus "implied" threat
- Social media as a weak link in your corporate safety plan

Why is situational awareness important to you?

- ✓ Situational awareness is important to everyone – it is important that everyone is aware of their surroundings and the potential hazards they face. It is important that each individual is looking out for his or her own safety as well as looking out for their workmates
- ✓ Even the most experienced people can lack situational awareness – especially when doing tasks that have become routine

Active Threat Response for Citizens

At Risk Mitigation Technologies, LLC, we are firm believers that YOU have an obligation to prepare for a threat before it happens.

Preparing for an active threat can

- ✓ Proper preparation can lessen the risk of a mass casualty event
- ✓ If you find yourself in such a situation, training can mitigate or reduce the number of potential victims
- ✓ The Active Threat Response for Citizens workshop aims to enhance preparedness for citizens to rise to the occasion

Our Active Threat Response Class for Citizens is designed to educate and empower all individuals to "know what to do" when faced with any number of personal safety and security threats up to and including an active attacker.

Our Active Threat Response Class for Citizens utilizes simple solutions to solve complex problems and it's applicable to literally everyone.

It doesn't matter your age, occupation, physical ability, or level of prior training, our seminar will give some of the most progressive ways to increase your chances of survival in a potentially life-threatening incident.

Are you ready to take the first step in creating a safer and more productive environment?

Looking for a program not mentioned here? Contact us for a custom solution. Our courses are practical and engaging, designed to raise awareness without creating fear, and focus on developing new behaviors. Knowledge is key!

Recognizing and Responding to Aggressive Behavior

Prevent workspace violence, handle emergencies and be prepared for any situation. Learn simple, effective ways to protect yourself, your co-workers, and as an employer……your employees.

This interactive program focuses on enabling individuals to rapidly identify early signs of potentially aggressive or threatening behavior and provide strategies to respond to those situations appropriately and safely.

Being prepared does not mean being paranoid. Learn practical measures to recognize and respond to aggressive behavior in the workspace.

Upon completion of this program participants will be able to:

- ✓ Identify early indicators that on individual's behavior may be escalating towards aggression or violence.
- ✓ Discuss the importance of early recognition and intervention in escalating situations.
- ✓ Recognize indicators of potential escalation such as vocal tone and volume, threatening posture and other non-verbal cues.
- ✓ Identify verbal direction and de-escalation techniques appropriate for use in the workspace.
- ✓ Identify body posture and safety distances that staff may use to afford additional protection when unavoidably confronted with aggressive or violent situations in the workspace.
- ✓ Identify the importance of understanding their organizations policy and procedures relating to managing aggressive or violent situations in the workspace.
- ✓ Discuss the importance of incident reporting procedures as they relate to acts of aggression or violence in the workspace.

Recommended Best Practices for Securing Houses of Worship

ACTIVE INTRUDER IN PLACES OF WORSHIP

Houses of Worship can be extremely vulnerable to active shooter attacks because of their location, population, and open-door mentality. There are certain steps the leadership team can take to minimize the risk of being involved in an active shooter incident and this training will not only cover those steps, but will also cover best practices to survive these types of incidents.

OTHER CRIMES IN PLACES OF WORSHIP

In addition to active shooter incidents, there is a growing number of property crimes being committed against Houses of Worship, especially theft of funds, burglary, arson, and vandalism. Even more disturbing, House of Worship members and staff are just as vulnerable to occurrences of personal and physical abuse as any other location. Those intent on victimizing the vulnerable know that the forgiving culture and easy access environment of the House of Worship can inadvertently foster an opportune place to strike. House of Worship leaders have the responsibility to conscientiously screen candidates, set boundaries, maintain an atmosphere of ethical behavior, and sustain a safe overall environment that is a hallmark of the House of Worship as a place of refuge and peace.

TRAINING PRESENTATION

Our presentation will cover topics to educate members, staff, leadership, and clergy on how to protect people and property; preventing accidents, injury, and neglect, safeguarding against loss from crime and theft of funds, protecting members and staff from abuse, liability, false claims, and lawsuits. Protection of those entrusted to your care is a key element of a House of Worship. Taking these additional, proactive steps will especially demonstrate your care and concern for the members, staff, and guests in your facility.

TOPICS TO BE COVERED INCLUDE

- ✓ Active Attacker
- ✓ Physical Security
- ✓ Personal Security
- ✓ Youth Safety and Programs
- ✓ Critical Incidents
- ✓ Financial Security
- ✓ Electronic, Data Security
- ✓ Organizational Protocol

WHY ATTEND THIS CLASS?

This course is designed to inform and educate those responsible for maintaining a safe environment for the people and property associated with churches, chapels, synagogues, temples, mosques, or any other place of worship we reverently call a House of Worship. This course will assist in helping House of Worship leaders to learn how to prevent, avoid, and control various risks associated with the members, staff, guests, and buildings that make up your House of Worship. Fortunately, most of the crime mentioned above are preventable!

FBI statistics reveal that property crimes listed above are the primary ones that are costing Houses of Worship nearly 500 Million Dollars in lost funds and insurance costs, not to mention the loss of parishioners.

WHO SHOULD ATTEND?

Clergy - Management - Security Teams - Staff - Religion Members - Crime Prevention Practitioners - Community Policing Officers

Nonverbal Awareness for Better Hiring

Working in a human resource department typically means you are meeting with employees (and potential employees) on a daily basis. Being able to accurately evaluate their emotions can be an asset in the interviewing and hiring processes.

- ✓ Use nonverbal communication/awareness when onboarding employees
- ✓ Evaluate potential new hires
- ✓ Learn interview techniques for hiring
- ✓ Read body language to detect integrity or deception when interviewing/hiring

Recognizing and understanding nonverbal behavior, can give you better insight and assessment of your employees; their state of mind, emotional state and possible intentions.

Tailor your content. Your needs are unique; your training solution should be too. Risk Mitigation Technologies, LLC provides expert instructors and tailored training programs, unique to your organization's needs.
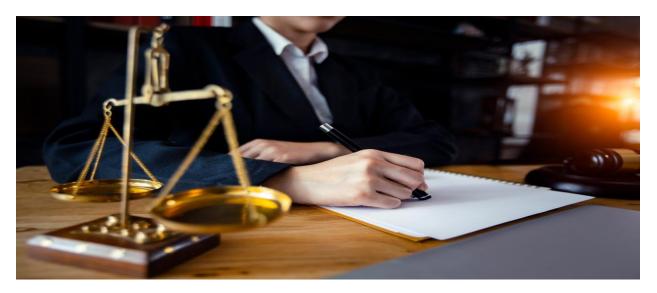
Security Consulting

Our security consulting services are in-person engagements which can include:

- ✓ Security and workplace violence assessments (review and analysis of policies & procedures, environmental & procedural vulnerabilities, physical security, and security personnel staffing)
- ✓ Workplace violence prevention
- ✓ Needs assessment for conflict management training (non-escalation, de-escalation, crisis intervention, personal protection, physical alternatives)
- ✓ Lone worker (home health, child welfare, family services, crisis response, home services) safety
- ✓ Active Attacker preparedness and response
- ✓ Post-incident review and analysis
- ✓ Feasibility studies, program audits and assessments
- ✓ Threat, risk, and vulnerability assessment
- ✓ Staff and organizational assessments
- ✓ Development of protocols, policies, and procedures
- ✓ Crime Prevention Through Environment Design
- ✓ Business case and best practices

A consulting assignment can include such activities as interviewing key staff, touring and observing operations during all shifts, reviewing relevant materials, employee surveys, and benchmarking.

We also can assist with the implementation of our recommendations including the delivery of conflict management training.

Book a Risk Mitigation Technologies, LLC Professional Speaker

Risk Mitigation Technologies, LLC is a **learning and consulting institute** focused on *addressing the entire spectrum of human conflict* — from non-escalation to stopping the threat.

Many of our trainers, consultants, advisors, and partners — who have a broad range of backgrounds — are also professional speakers. Therefore, we have the capability to bring a unique perspective relative to human conflict to almost any event.

For example, we have professional speakers who can deliver a keynote presentation or engaging workshop on:

- How to deal with difficult people
- Conflict and crisis management
- Workplace violence prevention and intervention
- Active shooter preparedness and response
- Lone worker safety awareness and security
- Personal safety awareness and self-protection skills
- Child anti-bullying strategies and tactics for parents
- Improving customer service through effective conflict management
- Effective training of "contact professionals"
- Protecting individual safety via bystander mobilization
- Law Enforcement & Public Safety Specialties
- Event Security

Whatever the topic you can be confident our presentation and/or workshop will have a high-impact at your event