



M1 Basic MAB®

MABPRO INSTRUCTOR DEVELOPMENT

CLASSROOM EDITION

MAB CORE_{SM} Principles of Instruction -

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[Respectfully.](#)

[Darrell McLaughlin](#)

[CEO - MABPRO International Incorporated.](#)

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MABPRO: A Relentless Pursuit of Safety.



At MABPRO International, our pursuit of excellence is relentless regarding Safety. Our Students expect that from us, and we demand that from ourselves. When I think of safety, I first think of the front-line responder. That individual needs as much help as possible to make that safe choice and keep patients, staff, and the public free of harm.

Our profession can be complicated, and the patients we serve can be complicated. Helping can sometimes come with risk.

We all understand the realities of caring for people during their most vulnerable moments and through their most challenging behavioral instances. We understand your mission, and we share in your efforts to develop the safest in response to team capability.

Safety is – and always has been – our top priority. There is no greater responsibility for us than to deliver instruction to you and your employees safely, professionally, and practically.

I am immensely proud of our record of reliability during our over 30-year history. Of all major crisis response programs, we stand out as the premier, customizable service modality for any industry. So how do we do it? I credit the MABPRO Instructor Network with dedicated individuals like yourself, who have a vision of the highest quality of life through the highest quality of care. Care must focus on safety, and training helps us focus on caring. It allows us to lead with information when crisis response and reality intersect and demand our best.

Our workplaces are facing an epidemic of violence. To meet these high acuity demands, our need for training, dialog, and response options has never been higher or the risk greater. MABPRO is here to help; let's learn together how to have difficult conversations, respond to challenging situations, and influence conflict moments away from crisis. Nothing in life is guaranteed; no one option resolves all things, but together as a team, we can help lead with information toward better outcomes. You deserve that from your favorite training partner, and it's our pleasure to deliver.

Respectfully,



Darrell McLaughlin

CEO - MABPRO International Incorporated.

888-619-8880 – www.mabpro.com

darrell.mclaughlin@mabpro.com

Who We Are:

Management of Assaultive Behavior (MAB) - M1 Basic MAB provides staff with a practical framework for preventing, de-escalating, and increasing safety when responding to crisis behavior. The program will focus on what's happening from three perspectives: the person in distress, the responder, and the response team. Students will gain a comprehensive range of crisis communication, assessment, and planning capabilities to help them manage their emotional responses and identify the escalation stages and behaviors in others.

The MABPRO philosophy is a patient-centered focus, supporting a needs-met approach through safety in individual and team response. The goal is to help prevent or eliminate the need for physical intervention through proactive risk management training. MAB is built on a foundation of reality, the capability of response is enhanced with industry-proven methods of de-escalation and conflict management. The MAB modality realistically addresses workplace violence and provides the staff with *CORE MAB Principles* and techniques to respond professionally. All stages of response are supported through training, which covers in-depth prevention and de-escalation, the stages of escalation, the crisis apex, and post-crisis recovery and review.

Who We Help:

Below is just a small list of some of the environments that we work with and in:

- Hospitals
- Federal Agencies
- Behavioral Health
- Regional Centers
- Schools
- Nursing Homes
- Churches
- Corporate
- Child Services
- Law Enforcement
- Care Facilities
- Customer Service Centers
- Banking
- Entertainment Industry
- Corrections
- Supported Living Services
- Juvenile Justice
- Group Homes
- Airlines
- Social Services
- Day Programs
- Security Services
- Hospitality
- Police Departments

What we do...

MABPRO's mission is to eliminate workplace violence and empower healthcare professionals with the tools to do so. Our training focuses on the basic human behavior that occurs before, during, and after the crisis. Training that improves your team's overall situational awareness can prevent a large portion of workplace violence. In most cases, the crisis will not escalate if everyone on the team understands and agrees on the correct step forward.

"For decades, we have been helping people across the United States as the original MAB (Management of Assaultive Behavior) program, founded in 1976. The principles we teach improve safety and mitigate risk for businesses and agencies of all sizes. Our training is modular and customizable to meet the needs of your employees."

MAB Enabled Learning Objectives (ELOs')

- Learn how to recognize, and respond to, various levels of conflict and crisis behaviors.
- Understand how to keep professional self-control when seeking to influence conflict away from crisis.
- Learn how to implement Proxemics and *M-TAC Communication Principles* with nonverbal communication.
- Develop limit-setting strategies when verbally intervening to de-escalate defensive behaviors.
- Learn the principles of safety through risk management, identifying and preventing the risk of harm, and being proactive as much as possible to minimize the risk of crisis management.
- Defining Imminent Danger to self and others and its various degrees, and adhering to the legal framework guiding restrictive interventions.
- Explore the *Threat Recognition TablesSM* when assessing risk behavior.
- Implementation of non-restrictive and seeking least restrictive interventions consistent with best practice.
- Finding a pathway back from conflict post-crisis for the patient and the responding team.

MABPRO will train and certify designated people from your organization. After they have been trained by an M4 Licensed Instructor and successfully passed all elements, including the M1 instructor exam (M2 and M3 Instructors must additionally demonstrate physical comprehension of MABPRO M2 Safe Evasion and M3 Clinical Containment Maneuvers), they are then qualified to teach at your organization using the approved MAB Curriculum and modality.

Delivery Methods

Blended Learning (Online and Classroom Portions - M1 Basic MAB only) - Completion of the Online M1 Basic MAB Course and Classroom portion of the course. This is an instructor-guided course that includes the use of Videos and module presentations with activities and case studies that will aid participants in the implementation of the MABPRO Modality.

Virtual - (M1 Basic MAB Only) - Full instructor-guided presentation of all modules via live webinar. Training includes live student peer-to-peer interaction and guided instructor dialog. The course covers principles of instruction through electronic presentation and video, incorporates case studies, and an online exam to help ensure retention in the *CORESM MAB Principles*.

Classroom - (M1, M2, & M3 MAB) - Full instructor-guided presentation of all modules via in-person classroom setting. Training includes student peer-to-peer interaction and guided instructor dialog. The course covers principles of instruction through electronic presentation and video, incorporates case studies, and testing is completed to ensure that students can demonstrate the core elements of the MAB Modality.

- M2 and M3 Courses will conduct physical maneuver training per section, students must be able to demonstrate the capability of correctly demonstrating the maneuvers to pass the course

MABPRO - M1 MAB Basic Instructor Course Elements

CLASSROOM EDITION

Course Description:

The M1 Basic MAB course teaches you the skill sets needed to recognize and respond to Developing workplace violence situations. This training will help you develop the ability to redirect conflict, enhance safety, and build confidence in your team's performance. Training on conflict resolution, crisis negotiation, and violence prevention is essential in crisis response planning. This course will enhance your awareness and increase the effectiveness of your Crisis Intervention ability.

MAB will provide you with the skills you need to be a better leader, responder, and Care Professional. After this course, your enhanced ability to utilize skills learned in *MTAC Active Listening* and *The Triad of Successful Interventions* (with updated response guidelines) will significantly improve crisis response.

Price Per Student: **\$1000.00**

- 12 Hours of In-Class Training)
- 3 Year Instructor Certification
- Teach M1 Basic Management of Assaultive Behavior (MAB) and certify employees at Your Facility
- Access The Instructor Lounge for All Instructor Material
- Train Students Online & In-Class With Blended Learning
- Continuing Education Credits available

Program Fees:

- Digital Student Materials included at no additional cost
- No annual fees
- No Membership fees
- No verification fees
- M4 Tech Support included
- Student Certification Card Stock is purchased for \$5.00 per card in blocks of 25.
- Customization of presentation materials available - fee quoted per customization project

Training Hours: 12 Hours

The blended learning M1 Basic MAB Instructor program consists of two parts.

PART 1: This is a Classroom-based course on Management of Assaultive Behavior (MAB)[®] training, which provides the core program content - Completion of **6 hours** of M1 Basic MAB (Classroom).

PART 2: This focuses on the implementation of MAB content and the development of the MAB Instructor - Participation in **6 hours** of Management of Assaultive Behavior (MAB) classroom activities and MAB Certified Instructor training, which includes:

- The Art of Instruction - Adult Learning and Retention (2 Hours)
- Restraints and Seclusion - Laws and Regulations (2 Hours)
- MAB Instructor Course Management (1 Hour)
- MAB Instructor Resources - Navigating the Instructor Lounge (1 Hour)

Training Materials:

MABPRO Does not charge for student training materials. Instructors are given access to the digital training materials through the Instructor Lounge.

PROVIDED - M1 Basic MAB Student Guide: Each student receives a student guide/ workbook. The guide helps the students enhance learning, provides a location to organize notes, and has workbook questions to help foster retention. The guide helps organize the student's understanding of the MABPRO Modality and refers to the many layers of required MAB knowledge they can take.

PROVIDED - The MAB Required Knowledge Instructor Guide: Those who complete this program receive the most recent and up-to-date MAB Required Knowledge Guide. Professional development is never-ending and assists them in facilitating thorough and practical staff training consistent with program quality standards, policies, and procedures.

PROVIDED - Instructor Kit: All participants who complete this program receive an Instructor Kit. This kit includes resource materials necessary to teach their first program.

Part 1: M1 Basic MAB Course - Classroom - 6 Hours

(A passing score of 75% or higher is required)

Training Modules	Enabled Learning Objectives	Length of Section
Introduction -	Establish the learning expectations and course guidelines. Outlining the CORE Principles of the MABPRO Modality	15 minutes
Module 1: The 5 Categories of Workplace Violence	Providing the definition of workplace violence and the five categories it is encountered in.	2-hour
Module 2: Situational Awareness	Exploring the safety principles of situational awareness for the responder, helping to identify the stages of potential escalation.	
Module 3: Environmental Awareness	Helping the responder be aware of our work environments and surrounding crises.	
Module 4: The Team Dynamic	Helping Care professionals to develop and maintain positive team dynamics toward crisis intervention.	
Module 5: Proxemics	Defining how we influence space by how we occupy space and using that to help de-escalate individuals.	
Module 6: Avenues of Approach	Identify the amount and type of information individuals and response teams communicate on how crises are approached.	
Module 7: Risk Management	Developing Risk Management Capabilities to help reduce the number of Crisis Management situations.	
Module 8: Imminent Danger to Self or Others	Helping the individual responder understand imminent danger and the degrees of risk and harm.	1-hour
Module 9: <i>The 10 MABPRO Response Principles</i> SM	Guidelines for Responding to Crisis as an individual or as part of a team.	
Module 10: Defining & Responding to Stress	Identifying and managing stress strategies throughout the conflict cycle.	
Module 11: Fundamental Reasons Why People Lose Control	Understanding the sources of acuity and how to identify patient stressors to help in determining appropriate response levels.	
Module 12: M-TAC Defined	MAB Tactically Advanced Communication Methods.	
Module 13: Critical Thinking	Learning how to foster Critical Thinking in both the patient and responder to navigate the negotiation process better.	1-hour
Module 14: Trigger Words & Phrases	Guidelines on how we say what we say to say what we mean.	
Module 15: Using Nonverbal Communication	Enhancing the ability to read nonverbal forms of communication to help redirect or distract the escalation process.	
Module 16: What is Active Listening	Developing the professional listener to help in identifying the needs of the patient experiencing acuity.	
Module 17: Negotiation for Success	Moving the process of crisis negotiation towards a calmer mutual outcome.	
Module 18: Identifying and Presenting Options	Helping patients self-guide toward resolution through responder support.	
Module 19: Enhanced Decision Making & The Threat Recognition Tables	By organizing our thinking regarding the risks associated with different behaviors and utilizing tools like the Threat Recognition Tables SM , we can make more informed decisions quicker and help reduce our overall risk exposure.	
Module 20: Understanding the Assault Cycle	Guided understanding of crisis escalation phases and how to interact with each stage.	1:45-hours
Total Time:		

Part 2: M1 Basic MAB Course - Classroom - 6 Hours

Training Element	Enabled Learning Objectives (ELOs')	Length of Section
<p>Module 1: <i>The MAB Art of InstructionSM - Reaching the Adult Learner</i></p>	<p>"The MAB Art of Instruction" - is an instructor training module. Delivery strategies are acquired to help enhance the student's grasp of M1 Basic MAB CORE Principles and effectively retain them long-term. The training program focuses on adult learning principles and retention strategies relevant to different learning styles and preferences.</p> <p>Students will:</p> <ul style="list-style-type: none"> • By the end of the training program, the MAB Instructor will be able to better deliver instruction that is effective, engaging, and tailored to the needs of adult learners. • Determine best practices for delivering training materials and maintaining instructional continuity and consistency. • Review strategies for training the adult learner. • Explore incorporating various activities and practical exercises to help foster retention and engagement. • Become familiar with Management of Assaultive Behavior® Required Knowledge Guide Book 	2-hour
<p>Module 2: <i>The MAB Art of InstructionSM - MAB Course Administration Responsibilities</i></p>	<p>Instructors review the step-by-step of MAB Course delivery. Details are provided on both student and instructor responsibilities for safety.</p> <p>Students will:</p> <ul style="list-style-type: none"> • Know how to complete all class processing paperwork and how to submit student certifications to MABPRO. • Learn how to maintain the integrity and quality assurance of the MABPRO Instructional Delivery. • Keep retention high and risk low through class management. • Gain an understanding of MAB Course Delivery Options (blended and classroom). • Complete a live instructional block and learn how to evaluate student capabilities. • Lead physical exercises to help engage the class and foster higher retention levels. 	1-hour
<p>Module 3: <i>Restraints & Seclusion - Laws and Regulations</i></p>	<p>A review of the foundational laws and regulations that govern crisis response principles in professional care environments.</p> <p>Students will:</p> <ul style="list-style-type: none"> • Understand where we were - receive a foundation on the history of response in the mental health profession. • Understand where we are - reviewing the roles and responsibilities of regulatory oversight to the profession. • Understand where we are going - a review of current laws that help guide our response effort. 	2-Hour
<p>Module 4: MAB Instructor Resources - Navigating the Instructor Lounge</p>	<p>A detailed review of the MAB Instructor Tools and Resources.</p> <p>Students Will -</p> <ul style="list-style-type: none"> • Review Course Delivery PPTs, Videos, and associated Practical Exercises • Review Course Handouts and worksheets • Review Student Workbook • Review the MAB Card Ordering Process • Review the Testing and Evaluations Process • Login and Review MAB Tools and Resources available through the lounge. 	1-Hour
	Total Time:	6 Hours

We Meet and Exceed Regulatory Compliances -

MABPRO MAB Training complies with all State and Federal standards and requirements such as the AB-508, AB-1083, AB-30, SB-1299, Health and Safety Codes 1257.7 and 1257.8, Title 22, MO. HB-652 and all standards required by The Joint Commission, CMS, OSHA, SEIU union, and the National Association of Insurance Commissioners are specific to healthcare and workplace violence. All levels of MABPRO's MAB Training are also recognized by the following regulatory compliance organizations, along with many others, as a valid and accepted choice for a violence prevention program.

Just some of the National Healthcare Organizations that recognize and support the need for MABPRO Education:

- Joint Commission on Accreditation of Healthcare Organizations (JCAHO)
- Center for Medicaid and Medicare Services (CMS)
- National Alliance for The Mentally Ill (NAMI)
- National Association of Psychiatric Health Systems (NAPHS)
- American Organization of Nurse Executives (AONE)
- American Psychiatric Nurses Association (APNA)
- Hospital Association of Southern California (HASC)
- The California Board of Registered Nursing (BRN)
- California Board of Behavioral Sciences (BBS)
- California Mental Health Directors Association (CMHDA)
- Accreditation Council on Developmental Disabilities (ACDD)
- Occupational Safety and Health Administration (OSHA)
- California Occupational Safety and Health Administration (CAL-OSHA)
- California Department of Health Services-Facilities Licensing
- California Community Care Licensing (CCL)
- California Association of Social Rehabilitation Agencies (CASRA)
- National Alliance on Mental Illness California (NAMIC)
- California Alliance of Child and Family Services (CACFS)
- California Mental Health Advocates for Children and Youth (CMHACY)
- National Association of Social Workers (NASW)
- California Mental Health Planning Council CMHPC)
- California Council of Community Mental Health Agencies (CCCMHA)
- Mental Health Association in California (MHAC)
- California Psychological Association (CPA)
- California Psychiatric Association (CPA)
- Missouri Nurses Association (MONA)
- Emergency Nurses Association (ENA)
- National Nurses United (NNU)

MABPRO California Regulatory Compliance Crosswalk:

Type of Training	Trainee(s)	Frequency	Course	Modules	Hours	Regulation
Initial Training	All Physicians, Employees, and Supplemental Workers	Initial Training	MABPRO Initial	1-10 With Student Guide and Evasions Guide	6	SB1299
Recertification	All Physicians, Employees, and Supplemental Workers	Annually from the date of the Initial Certification	MABPRO Recertification	1-4 with Student Guide and Evasions Guide	6	SB1299
Categories of Violence	All Physicians, Employees, and Supplemental Workers	Annually from the date of the Initial Certification	MABPRO Recertification	Module 1	1	Title 8 §3342
General and Personal Safety Measures	All Physicians, Employees, and Supplemental Workers	Annually from the date of the Initial Certification	MABPRO Recertification	Modules 1 - 10	8	Title 8 §3342 & HSC §1257.8
Verbal and physical Maneuvers to diffuse and avoid violent behavior	All Physicians, Employees, and Supplemental Workers	Annually from the date of the Initial Certification	MABPRO Recertification	Modules 3,4,6 with Evasions training	4	Title 8 §3342 & HSC §1257.8
Aggression and Violence Predicting Factors	All Physicians, Employees, and Supplemental Workers	Annually from the date of the Initial Certification	MABPRO Recertification	Modules 2,3,5	2	Title 8 §3342 & HSC §1257.8
The Assault Cycle	All Physicians, Employees, and Supplemental Workers	Annually from the date of the Initial Certification	MABPRO Recertification	Module 10	1	Title 8 §3342 & HSC §1257.8
Characteristics of aggressive and violent patients and victims	All Physicians, Employees, and Supplemental Workers	Annually from the date of the Initial Certification	MABPRO Recertification	Modules 1,5,7	2	Title 8 §3342 & HSC §1257.8
Strategies to prevent physical harm	All Physicians, Employees, and Supplemental Workers	Annually from the date of the Initial Certification	MABPRO Recertification	Modules 3,4 with Evasions training	4	Title 8 §3342 & HSC §1257.7
Restraining Techniques - Containments	Response Teams	Annually from the date of the Initial Certification	Clinical Containments	Clinical Containments with Guide	4	Title 8 §3342 & HSC §1257.8 & Title 22
Restraints and Seclusions -Chemical and Mechanical	Response Teams	Annually from the date of the Initial Certification	Restraints and Seclusions	Restraints and Seclusions	2	Title 8 §3342 & HSC §1257.8 & Title 22
Policy and Training relating to appropriate responses to violent acts	All Physicians, Employees, and Supplemental Workers	Annually from the date of the Initial Certification	MABPRO Recertification	Module 5,7	2	HSC §1257.7
Obtaining patient history from a patient with violent behavior	All Physicians, Employees, and Supplemental Workers	Annually from the date of the Initial Certification	MABPRO Recertification	Modules 3,4,6,8	4	HSC §1257.7 HSC § 1257.8

MABPRO is a national training platform that meets and exceeds the regulatory requirements of all fifty states. Reducing risk is a universal mission across all care provider industries and a driving focus of MABPRO International. We have provided MAB training to California care environments for over 27 years, reducing the acuity of high-stress workplaces and helping to find options away from conflict and crisis.

Comparison of SB 1299 Requirements and MABPRO Compliancy: [Section A](#)

What Does SB 1299 Require?				IS MABPRO Compliant?			
Additional Employer Requirement for Oversight Beyond Initial Training.?	Required Categories of Training	Required Topics of Training	Required Sub-Topics of Training	SB 1299 Requirement	Training Frequency?	Meets the Requirements	Exceeds the Requirements
NO	Workplace Violence	Drugs Alcohol Psychiatric Conditions Confusion History of Violence		YES	Annually	YES	YES
NO	Communication	Any act of violence at work: Threat, trauma, stress Incident - use of weapon Workplace Violence Types		YES	Annually	YES	YES
NO	Procedures to Identify Risk Factors	Assessment tools, algorithms Type 2 - Visitors Type 1 - Workplace Patient - mental status, treatment meds, history of violence.		YES	Annually	YES	YES
NO	Post Incident Response			YES	Annually	YES	YES
NO	Initial Training	General and Personal Safety Measures		YES	Annually	YES	YES
NO	Initial Training	Strategies to avoid physical harm		YES	Annually	YES	YES
NO	Initial Training	Reporting to law enforcement	Critical Incident Stress	YES	Annually	YES	YES
NO	Initial Training	Employee Resources	Debriefing	YES	Annually	YES	YES

At MABPRO, we don't just strive to meet the standards of instructional delivery, we seek to exceed them. We understand that risk prevention starts with understanding and that understanding starts with training. The MABPRO Modality helps navigate conflict away from crisis, helps to meet the patient's needs, and provides a foundation for learning how to tailor support in proactive and measured response approaches.

Compliance with regulatory oversight is an essential part of any crisis management plan. Our program meets and exceeds those standards while keeping the program relatable to all levels of response teams.

Comparison of SB 1299 Requirements and MABPRO Compliancy: Section B

What Does SB 1299 Require?				IS MABPRO Compliant?			
Additional Employer Requirement for Oversight Beyond Initial Training.?	Required Categories of Training	Required Topics of Training	Required Sub-Topics of Training	SB 1299 Requirement	Training Frequency?	Meets the Requirements	Exceeds the Requirements
NO	Additional Training	For Employees who are on Response Teams	Debriefing of practice sessions	NO	Annually	YES	YES
No	Additional Training	For Employees who are on Response Teams	Active Shooter Assessment and Intervention for Psychiatric Patients Communication Techniques/ Role Play Consequences of working in a high-stress environment Patients Rights 12 Elements of Active Listening Methods for Successful Negotiation Social Media Risk Assessment Legalities	NO	Annually	YES	YES

Thank you for your interest in the MABPRO Modality. We value the opportunity to discuss our program and learn more about your needs.

We have provided MAB training to California care environments for over 27 years. During that time, we have seen firsthand the positive impact MAB can have on organizations. MAB training has helped to reduce the acuity of high-stress workplaces, improve communication and teamwork, and create a more positive and productive work environment.

We would happily schedule a time to discuss MABPRO and how it can benefit your organization. Please contact us at Office@MABPRO.com or 888-619-8880 to schedule a talk.

Thank you again for your interest in MABPRO. We look forward to hearing from you soon.