



M1 Basic MAB®

Workplace Violence Prevention Course

ONLINE EDITION

CORE Principles of Instruction -

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MABPRO: A Relentless Pursuit of Safety.



At MABPRO International, our pursuit of excellence is relentless when it comes to Safety. Our Students expect that from us, and we demand that from ourselves. When I think of safety, my first thought is of the front-line responder. That individual needs as much help as he or she can get in making that safe choice and keeping 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 life moments, and through their most challenging behavioral instances. We understand your mission and we share in your efforts to develop the safest in response 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 in a safe, professional, and practical manner.

I am immensely proud of our record of reliability during our over 30-year history. Out of all major crisis response programs, we continue to stand out as the premier, customizable service modality for any industry. So how do we do it? I credit the MABPRO Instructor Network filled with dedicated individuals, very much like yourself, who have a vision of the highest quality of life through the highest quality of care. Care must have a 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 the very best we have to offer.

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 difficult 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,

A handwritten signature in black ink, appearing to read 'Darrell McLaughlin', written in a cursive style.

Darrell McLaughlin

CEO - MABPRO International Incorporated.

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Who We Are:

Management of Assaultive Behavior (MAB) provides staff with an effective 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 one of 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 the serious issue of workplace violence and provides the staff with *CORE MAB Principles and techniques* to professionally respond. 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.

Why MAB?

Workplace violence is on the rise, and in some industries, it can seem like an epidemic. Workplace violence is a serious issue that affects businesses of all sizes. In 2020, there were over 450,000 workplace violence incidents reported to the Occupational Safety and Health Administration (OSHA). Of those incidents, 85% were physical assaults and 15% were threats of violence.

Workplace violence can have a devastating impact on businesses. In addition to the physical and emotional toll on employees, workplace violence can also lead to lost productivity, increased insurance premiums, and damage to a company's reputation.

Workplace violence is a serious issue, but it can be prevented. By taking steps to address the risk factors for workplace violence, employers can create a safe and productive work environment for all employees. One of those first steps is to be prepared by training employees on how to be professional, proactive, and knowledgeable crisis responders.

Some of our professions deal with patient and public contact that is inherently high in acuity due to the support and services that they offer. We can not always control or predict what patients, or members of the public, will do. So what can we do...we can train. We can train to help influence situations, to better understand people, to communicate in ways that help meet the needs of those in conflict, and we can control how we respond.

Who We Help:

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

- Security Organizations
- 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 takes place before, during, and after the crisis. A large portion of workplace violence can be prevented with training that improves your team's overall situational awareness. 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* in conjunction 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 that are consistent with best practice.
- Finding a pathway back from conflict post-crisis, for both the patient and the responding team.

Delivery Methods

100% Online - M1 Basic MAB Only - This is a self-guided course. The online portion of the course includes videos and activities to support the content. Online testing is provided at the end of each module to enhance student retention.

Webinar - (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 ensure that students can demonstrate the core elements of the MAB Modality.

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 - Online Course

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.

It is worth noting that the M1 program has been carefully designed to be fully compliant with two critical qualifications, AB 508, and SB 1299. These qualifications are intended to ensure that practical learning remains adaptable even in a virtual environment. Therefore, by signing up for the M1 program, you stand to gain hands-on experience that will make you well-equipped to prevent workplace violence efficiently.

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* (combined with updated response guidelines) will greatly improve crisis response.

Price Per Student Online Edition: \$45.00

- **4 Hour** Online Course
- 2-Year Certification
- 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: 4 Hours

This is an online course, Management of Assaultive Behavior (MAB)[®] training, which provides the core program content - Completion of **4 hours** of M1 Basic MAB (Online).

Training Materials: 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 to organize the student's understanding of the MABPRO Modality and serves as a reference to the many layers of required MAB knowledge they can take with them.

M1 Basic MAB - Online Course - 4 Hours

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
The 5 Categories of Workplace Violence	Providing the definition of workplace violence and the five categories it is encountered in.	1-hour
Situational Awareness	Exploring the safety principles of situational awareness for the responder, helping to identify the stages of potential escalation.	
Environmental Awareness	Helping the responder to be aware of the environments we work in and the environments surrounding crises.	
The Team Dynamic	Helping Care professionals to develop and maintain positive team dynamics toward crisis intervention.	
Proxemics	Defining how we influence space by how we occupy space, and using that to help de-escalate individuals.	
Avenues of Approach	Identify the amount and type of information individuals and response teams communicate on how crises are approached.	
Risk Management	Developing Risk Management Capabilities to potentially help reduce the number of Crisis Management situations.	
Imminent Danger to Self or Others	Helping the individual responder develop an understanding of imminent danger and the degrees of risk and harm.	
<i>The 10 MABPRO Response Principles</i>SM	Guidelines for Responding to Crisis as an individual or as part of a team.	1-hour
Defining & Responding to Stress	Identifying and managing stress strategies throughout the conflict cycle.	
Fundamental Reasons Why People Lose Control	Understanding the sources of acuity and how to identify patient stressors to help in determining appropriate response levels.	
M-TAC Defined	MAB Tactically Advanced Communication Methods.	
Critical Thinking	Learning how to foster Critical Thinking in both the patient and responder to better navigate the negotiation process.	1-hour
Trigger Words & Phrases	Guidelines on how we say what we say to say what we mean.	
Using Nonverbal Communication	Enhancing the ability to read nonverbal forms of communication to help redirect or distract the escalation process.	
What is Active Listening	Developing the professional listener to help in identifying the needs of the patient experiencing acuity.	
Negotiation for Success	Moving the process of crisis negotiation towards a calmer mutual outcome.	45-minute
Identifying and Presenting Options	Helping patients self-guide toward resolution through responder support.	
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.	
Understanding the Assault Cycle	Guided understanding of crisis escalation phases and how to interact with each stage.	
Total Time:		4 Hours

(Testing done online, a passing score of 75% or higher is required)

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)
- Department of Social Services (DSS)
- Department of Developmental Services (DDS)

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	4	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 been providing 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		YES	Annually	YES	YES
		Alcohol					
		Psychiatric Conditions					
		Confusion					
		History of Violence					
NO	Communication	Any act of violence at work:		YES	Annually	YES	YES
		Threat, trauma, stress					
		Incident - use of weapon					
		Workplace Violence Types					
NO	Procedures to Identify Risk Factors	Assessment tools, algorithms		YES	Annually	YES	YES
		Type 2 - Visitors					
		Type 1 - Workplace					
		Patient - mental status, treatment meds, history of violence.					
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	Critical Incident Stress Debriefing	YES	Annually	YES	YES
NO	Initial Training	Reporting to law enforcement		YES	Annually	YES	YES
NO	Initial Training	Employee Resources		YES	Annually	YES	YES

At MABPRO we don't just strive to meet the standards of instructional delivery, we seek to exceed it. We understand that prevention of risk starts with understanding and that understanding starts with training. The MABPRO Modality helps in navigating conflict away from crisis, helps to meet the needs of the patient, and provides a foundation in 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 with you and learn more about your needs.

We have been providing 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 be happy to schedule a time to discuss MABPRO and how it can benefit your organization. Please contact us at office@MABPRO.com or [888-619-8880](tel:888-619-8880) to set up a time to talk.

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