M1 Basic MAB®

BOOK ONE - SAFETY ASSESSMENT

Student Workbook
Version 2025

M1 BASIC MAB: BOOK TWO
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Student Workbook
Version 2025

Safety Assessments are most effective when they're grounded in three interconnected forms of awareness: self-awareness, situational awareness, and environmental awareness. Together, they form a dynamic framework that helps individuals and teams anticipate risks, make informed decisions, and respond proactively to potential hazards.

M1 Basic MAB:
Lesson One: Why MAB?

Why MAB?

Hello, welcome to class. Today, we will be conducting an M1 Basic MAB course covering Workplace Violence Prevention. Our focus is on your safety and in supporting you as you work to help keep your patients safe. Together we will build on the strengths that make for positive proactive response.

Why is it so important to train on Management of Assaultive Behavior?

Let's address a fundamental question: Why is training in the Management of Assaultive Behavior (MAB) so vital? The answer is simple: our safety and well-being are paramount. Equipping ourselves with the right skills and knowledge allows us to respond effectively and protect ourselves and our clients.

WHY THE NEED FOR MAB?

Workplace Violence is on the rise in all areas of the Medical and Responder Care Professions:

- Hospitals - Emergency Rooms
- Security Firms
- Mental Health Agencies
- Governmental Agencies
- Law Enforcement
- Schools
- Care Facilities
- Public Environments
- Retail Establishments
- Entertainment Events

"Workplace violence encompasses a wide range of behaviors, from verbal threats and harassment to physical assaults. It's any act that creates a threatening or disruptive environment at our workplace. Remember, it can involve anyone – employees, clients, or even visitors."

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Workplace Violence (WPV) Continues to Grow in frequency and intensity...

Unfortunately, workplace violence is at epidemic levels across various professions.

As you have seen, this includes hospitals, mental health agencies, social services, and even public environments.
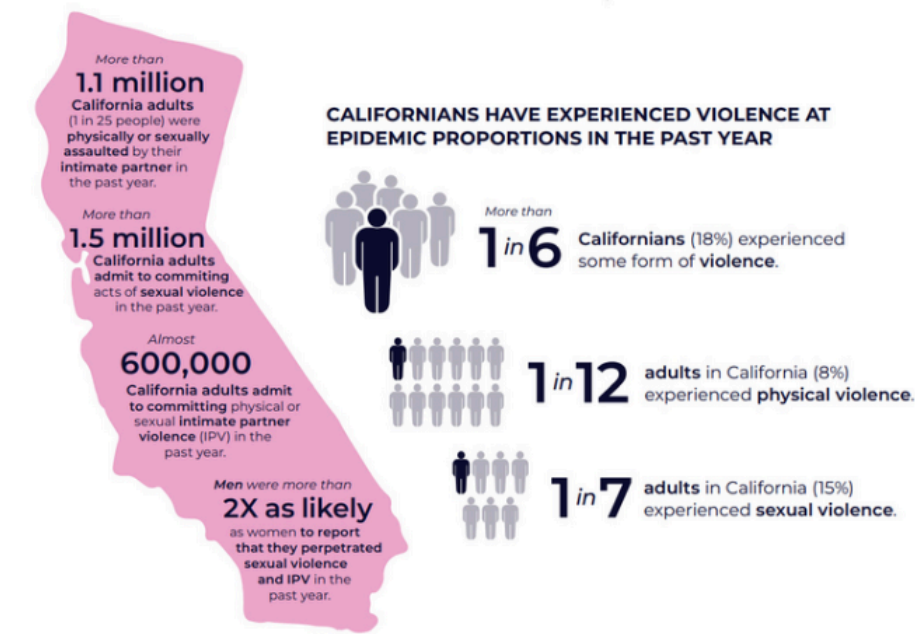
The tension is high and often the acuity levels can be extreme.

Just a few of the Professions affected...

1. Hospitals - Emergency Rooms
2. Security Firms
3. Mental Health Agencies
4. Governmental Agencies
5. Social Services
6. Law Enforcement
7. Schools
8. Public Events
9. Retail Establishment
10. Entertainment Events
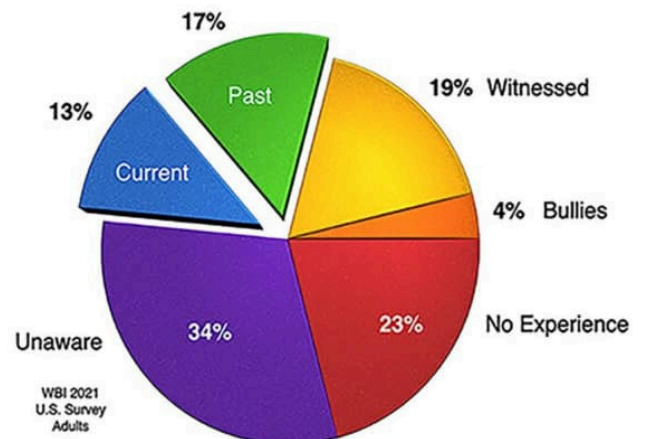
What can be done?

First, we must accept that we are ALL Responders! Through that we increase training, vigilance, Team Focused Response, and Focused Resources - Through this we can make a difference! It comes down to increasing the knowledge of what we can do and then doing what we can as safe as possible."

Factors that Contribute to WPV Risk...

1. Working Alone...

Certain factors can increase the risk of workplace violence.
Those working alone or in isolated areas are at a greater risk for workplace violence. Arriving at locations alone or in isolated environments, not familiar with.

2. Working where alcohol is being served...

Employees who provide services or care while working where alcohol is served are at risk of violence.

3. Working at Night...

Working at night, or in areas with high crime rates puts employees at risk.

4. High Acuity Work Environments....

Working in environments where the acuity of the people is inherently high due to the nature of services provided.

1. Criminal Intent (Category I)

- Perpetrator: Has no legitimate relationship with the workplace.
- Motivation: Usually, theft or other criminal activity.
- High-risk roles: Cash handlers, late-night workers, isolated staff.

2. Customer/Client (Category II)

- Perpetrator: A client, patient, or customer of the organization.
- Motivation: Frustration, unmet expectations, emotional distress.
- High-risk sectors: Healthcare, social services, retail.

3. Worker-to-Worker (Category III)

- Perpetrator: A current or former employee.
- Motivation: Interpersonal conflict, bullying, retaliation.
- Common targets: Supervisors, peers, subordinat

4. Domestic Violence (Category IV)

- Perpetrator: A partner or family member of an employee.
- Motivation: Personal relationship issues spilling into the workplace.

5. Ideological Violence (Category V)

- a. Perpetrator: Driven by political, religious, or social ideology.
- b. Motivation: Belief-based grievance against the organization or its people.

Understanding who can be affected helps organizations:

- Implement effective prevention strategies
- Train staff in de-escalation techniques
- Foster a culture of safety and respect

The Importance of Taking Action...

Workplace violence has become a pressing issue that today's workforce faces all too often. The heightened levels of anxiety and fear prevalent in society have significantly affected individuals' ability to exercise patience and manage stress effectively. These challenges have, in turn, contributed to strained interactions and, at times, dangerous situations within professional settings.

As we move forward, it becomes increasingly important to take collective action to address these concerns. By fostering a deeper understanding of the underlying causes and effects of workplace violence, we can work together to implement proactive measures. This involves not only identifying potential risks but also creating initiatives focused on prevention, conflict resolution, and fostering environments where employees feel safe, respected, and supported.

Ultimately, our shared commitment to cultivating a culture of safety and empathy will pave the way for healthier, more secure workplace environments. Through collaboration, education, and ongoing effort, we can transform these challenges into opportunities for meaningful change.

The impact of workplace violence is real, countless are assaulted and injured every year, millions of dollars spent annually to respond to the high levels of acuity...but we can make a difference, we can help make our workplaces safer...

Let's move forward with our training and begin our Assessment modules - which include Situational Assessment, Environmental Assessment, and Self-Assessment capabilities.
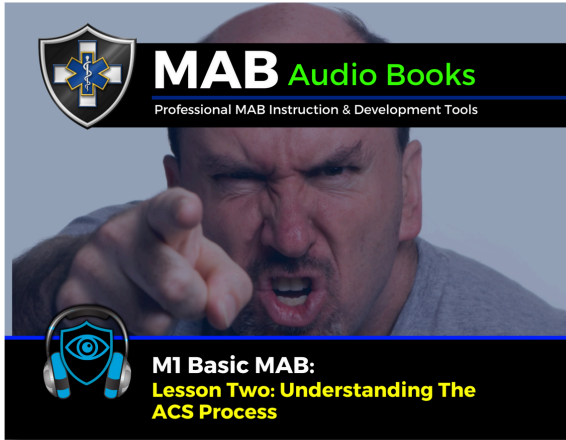
Safety Assessment:

What areas or responsibilities of your job have inherent risks?

MAB Audio Books
Professional MAB Instruction & Development Tools

M1 Basic MAB:
Lesson Two: Understanding The ACS Process

Understanding the ACS Process...

Understanding the ACS Process helps us in developing a comprehensive ability to maintain situational and environmental awareness. This next Lesson will help you focus on how to apply the ACS Process as we review complicated situations...

Today, we'll explore the ACS Process—Assess, Communicate, and how to Serve and Support. This framework empowers you to assess situations accurately, quickly, communicate effectively, and provide the necessary support to ensure optimal care. Let's explore how these elements can enhance your response to dynamic and challenging care environments.

As social workers, we encounter individuals facing immense challenges daily. From developmental disabilities to socioeconomic struggles, to the complexities of and realities of compassion, patience, and specialized care. This training equips us to respond empathetically and professionally while navigating situations that often lack sufficient resources or support.

In the realm of care professions, Social workers, etc. compassionate and empathetic individuals strive to enhance the quality of life through exceptional service. Those we serve present complex needs, often requiring immediate attention. For some, the challenges of daily existence prove daunting, while others find it impossible to navigate. Those at the forefront of care frequently encounter a bewildered, frustrated, and sometimes angry public. The intricate interplay of developmental disabilities, mental health issues, and socio-economic struggles further compounds the situation. Individuals grappling with these stressors must reach out in a society that often lacks sufficient resources, understanding, and capability. As professionals, we recognize that comprehensive training is essential to meet our clients' diverse needs.

Assessment

Communication

To Serve & Support

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The ACS Process...

To effectively manage assaultive behavior in any setting—professionals rely on several types of assessments that help predict, prevent, and respond to aggression. These assessments are designed to identify risk factors, monitor behavior, and guide intervention strategies.

Individual trying to cope and communicate needs while dealing with conflict variables...

The Response Team is Assessing the Situation

The Response Team Create a plan of response and then implements it...

The Response Team is engaging in Communication/ gathering and confirming information

"The ACS Process continues until the Response Team can discover and deliver the resources needed to meet the needs of the Individual and de-escalation occurs. If the Responders cannot meet the needs of the individual, then there is little hope for the process of negotiation to succeed."

Assessment...

Here's a breakdown of the key types:

Violence Risk Assessments:

- These tools help evaluate an individual's potential for violent behavior.
  - Triage Tool: Assesses immediate risk to self or others, often used in emergency or psychiatric settings.
  - Danger Assessment Scale: Rates risk levels (e.g., low, medium, high) based on history and current behavior.
  - Indicators for Violent Behavior: Quick checklist of observable behaviors like agitation, clenched fists, or pacing.

Behavioral Assessments:

- These focus on patterns of behavior and triggers.
  - Functional Behavior Assessment (FBA): Identifies the purpose behind aggressive behavior (e.g., attention-seeking, escape, sensory needs).
  - Behavioral Observation Tools: Track frequency, intensity, and duration of assaultive incidents to spot trends.

Threat Assessments:

- Used to evaluate the seriousness and immediacy of a threat.
  - Structured Professional Judgment (SPJ): Combines clinical judgment with standardized criteria.
  - Behavioral Threat Assessment Teams (BTAT): Multidisciplinary teams that assess and manage threats in institutions.

Environmental and Situational Assessments:

  - These examine external factors that may contribute to assaultive behavior.
  - Workplace Violence Risk Audits: Evaluate physical layout, staffing patterns, and policies that may increase risk.
  - Situational Awareness Tools: Help staff recognize escalating situations before they become violent.

Assessment...

Psychological and Psychiatric Evaluations:

- Used when underlying mental health conditions may be contributing to aggression.
  - Clinical Interviews and Psychometric Tests: Assess for disorders like schizophrenia, PTSD, or impulse control issues.
  - Crisis Intervention Assessments: Determine immediate needs during acute episodes.

Assessment & the conflict of time...

Time is the most precious—and pressured—resource in a crisis. When response teams face an unfolding emergency, every second counts. Each crisis presenting the Need for Immediate but Accurate Assessment

- Tools like behavioral checklists or risk scales exist but applying them in real time requires training and experience.
- Mobile Crisis Teams, for example, aim to assess and stabilize individuals in non-clinical settings, but even they face time pressure when balancing safety and care

Communication...

Responder communication during a crisis isn't just helpful—it's life-saving. Whether it's a natural disaster, violent incident, or medical emergency, the way responders communicate can shape the outcome for everyone involved.

Establishes Safety and Control:

- Clear, calm communication helps reduce panic and confusion.
- It reassures victims and bystanders that help is present and organized.
- Responders who explain what's happening and what to expect create a sense of stability in chaos.

Builds Trust and Cooperation:

- People are more likely to follow instructions when they feel heard and respected.
- Empathy, active listening, and validating emotions foster trust—even in high-stress situations.
- Trust can be built in the first 30 seconds of interaction, making initial communication critical.

Communication...

Improves Decision-Making:

- Accurate, timely information allows professionals to assess risks and prioritize actions.
- Miscommunication can lead to delays, duplicated efforts, or dangerous errors.
- Effective communication ensures that everyone—from dispatch to field teams—is aligned.

Guides the Public to Safety:

- Instructions about evacuation, shelter, or medical aid must be clear and consistent.
- Misinformation or vague messaging can cause panic or lead people into danger.
- Communication tools like social media, radio, and public alerts amplify reach and impact.

Supports Emotional and Psychological Recovery:

- Words matter—especially in trauma. Calm, compassionate communication can reduce anxiety and fear.
- Explaining procedures, offering reassurance, and simply being present can help victims feel less alone.
- Even unconscious individuals may respond to tone and presence, making non-verbal cues just as important.

Strengthens Team Coordination:

- Professionals rely on each other—firefighters, EMTs, police, mental health professionals.
- Communication ensures that roles are clear, resources are shared, and efforts are synchronized.
- Regular training and drills reinforce these skills so that response feels instinctive when real crises hit.

"Our ability to professionally, articulately, and effectively communicate helps us to find facts, measure, and prioritize information as we assess. Communication helps us to confirm or change perspectives on how we should be responding. How we say, what we say, and when we say allows us to trust but verify as we determine the next steps as we seek to serve and support the situation."

To Serve & Support...

The Serve and Support portion of the ACS Process in Management of Assaultive Behavior (MAB) is a foundational mindset that reframes intervention from control to care. It's not just a technique—it's a philosophy that aligns beautifully with your trauma-informed, culturally responsive approach to training.

What is Serve & Support?

At its core, Serve and Support means responding to escalating behavior with empathy, structure, and purpose. It emphasizes:

- Serving the individual's needs—not just reacting to their behavior.
- Supporting safety for everyone—staff, clients, and bystanders.
- Maintaining dignity—even in high-stress or volatile situations.

This approach is especially vital in environments like healthcare, social services, and military contexts, where behavioral escalation may stem from trauma, confusion, or unmet needs.

1. As the response team seeks to serve and support, gathered information is then shaped into a response plan. The response team organizes and first makes an inward plan before putting it into outward Action (Think before you do).

2. **As the plan is implemented the ACS Process begins to move again and the individual is reassessed after encountering the response plan.**

3. As new variables are encountered through team efforts to communicate a new follow up plan is developed to assist.

4. This new adjusted plan is implemented, and the ACS Process cycles again until the response team can implement supports to address the needs of the individual and de-escalation occurs.

5. During high acuity crisis situations, the ACS Process can cycle quickly and frequently based on the priority of risk and the potential for violence.

6. Not every situation can be de-escalated through negotiation, sometimes the plan of support may include law enforcement to defuse the imminent danger of the situation. The ACS Process will help well trained responders to make the determination of what level or type of support is required. All responders should include self and staff safety as part of their capability to serve and support.

The MAB Levels of Awareness:

The Definition of Awareness is an individual or a group element that can benefit the safety of the workplace. In simpler terms it means knowing what's going on.

To use the ACS Process we need to be aware it is in motion. To do that, we need to understand the levels of awareness we generally all have in common.

Typically, people operate on FOUR distinct levels of awareness:

- Level One - Apathy Influenced,
- Level Two - Relaxed Presence,
- Level Three - Task Focused,
- Level Four - High Alert - this level consumes allot of energy and can be difficult to maintain for long periods of time.

"Altogether These levels represent the differing degrees of attention that individuals practice in daily life."

Level One - Apathy Influenced

- It is similar to when you are driving in a familiar environment, engrossed in thought, a daydream, or a song on the radio.

- This Professional influence is not a negative thing, in the right environment under the right timing it can help reduce stress and provide the ability to relax.

Typically, people operate on FOUR distinct levels of awareness (cont.):

Level Two: Relaxed Presence

- Increasingly, routine access to cell phone calls and texting are also causing people to slip into the professional influence of apathy as they drive.

- "Take a look at your daily routines and evaluate your risk for falling under the professional influence of apathy at work."

Level Three: Task Focused

- The Third level of awareness is like driving in hazardous road conditions.

- You don't dare take your eyes off the road or let your attention wander. Being task focused demands a high level of total concentration on precise details.

Level Four: High Alert!

- The Fourth level of awareness is like driving in stormy, windy, and heavy rain. Other drivers scare you with their poor skills and the weather is not helping. This level of awareness can induce a adrenaline rush, a prayer, and a gasp of air at the same time.

Typically, people operate on FOUR distinct levels of awareness (cont.):

- This is what happens when a car that you are watching does not stop at the intersection ahead and you narrowly miss them by hitting your brakes and keeping the car under control.

- Both awareness levels, three and four are exhausting and consume tremendous amounts of energy and can be very difficult and stressful to maintain for long periods of time.

"We all need down time, a time to replenish and rest. We also have times of the day where we must be highly attentive. Our levels of awareness and how we control them help us stay balanced and ready for the challenges ahead..."

Safety Assessment:

Sometimes we can be lulled into a lesser level of awareness at work through the routines of what we do daily. List some routines at work that have an element of risk.

There are three categories of awareness the professional responder seeks to master:

M1 Basic MAB:
Lesson Three: Maintaining Self - Awareness

- Self - Awareness
- Situational Awareness
- Enviromental Awareness

In this lesson will be reviewing Self-awareness and our readiness to identify, process, and comprehend critical information.

Are you ready to deal with the stressors and conflicts that drive the environments around us?

The only control we truly have in the world is self-control with self-awareness being an extension of that control. It is a powerful skill that helps individuals understand their emotions, thoughts, and behaviors, and how these impact themselves and those around them

To develop a professional level of self-awareness it helps to practice the following:

1. **Identify your strengths and weaknesses.**

   - Reflect on what you excel at and what challenges you.
   - Be honest, but also kind to yourself.
   - Seek feedback from trusted friends, family, or colleagues to gain an external perspective.

2. **Examine your beliefs and values.**

   - Ask yourself: What matters most to me? Why do I hold these beliefs?
   - Reflect on how your values influence your decision-making and priorities.

3. **Monitor your habits and behaviors.**

   - Pay attention to your daily routines and patterns. Are there habits that align or conflict with your goals?
   - Note how your actions affect those around you, and adjust as needed for positive interpersonal relationships

4. **Recognize your emotions as they arise.**

   - Ask yourself: What am I feeling right now? Why am I feeling this way?
   - Try to label your emotions accurately.

     - For example, distinguish between frustration and sadness to understand your responses better.

5. **Learn to accept feedback.**

   - Develop the ability to listen to constructive criticism without becoming defensive.
   - Treat feedback as an opportunity to grow, not as a personal attack

6. **Practice Mindfulness.**

   - Engage in mindfulness exercises, such as meditation or deep-breathing techniques, to stay present and grounded.
   - Observe your thoughts without judgment and let go of unhelpful mental patterns.

7. Reflect regularly.

- Spend time each day reflecting on your experiences. What went well? What could be improved?
- Lean on relationships and try to talk it out with a mentor or close friend.

Self-awareness is a continuous journey. By regularly reflecting on yourself and your interactions, you'll build a deeper understanding of who you are and foster personal growth. As a professional responder you carry the responsibility of maintaining a high level of self-awareness and self-control. It is not uncommon in post crisis situations to be held accountable for your personal capabilities, performance, and action.

Safety Assessment:

Take a moment to list some things that you do to help keep the peace in you and in the milieu that surrounds you. How do you destress?

In this lesson we will focusing our attention on defining what is Situational Awareness and how to apply strategies to enhance it. Our goal is to create a level of safety awareness that monitors and is responsive to situational variables as they present...

Situational awareness is all about staying alert and attuned to the environment around you. Here are some key things to assess when cultivating it:

Our goal is to create a level of safety awareness that monitors and is responsive to situational variables as they present...

Remember, situational awareness is a continuous process, not a one-time event. Regularly update your assessment as circumstances change. Trust your instincts; if something feels off, investigate further. Don't dismiss your gut feelings without a logical reason. Let's go forward and learn more about situational awareness and it's differing elements...

People:

- Monitor behaviors—is anyone acting unusually nervous, distracted, or aggressive?
- Notice the emotional tone of interactions—does it seem tense, calm, or chaotic?

Situations:

- Identify potential risks or threats—are there any immediate dangers?
- Consider what's happening now versus what normally happens in such scenarios.

Communication:

- Ensure information is being shared effectively with others if needed.
- Some people have limited ability to let you know exactly what the problem is.

Practicing Mindfulness:

- Staying observant, and regularly reflecting on these factors can help you make informed decisions and respond effectively in a variety of contexts.

"You are in charge of your safety in the world around you. Your alert observations and your response decisions play a major role towards keeping you safe in every environment and in every situation."

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M1 Basic MAB:
Lesson Five: Environmental Awareness

This Lesson will help provide a better understanding of how to develop and use environmental awareness to help keep you and clients safe.

Environmental awareness involves understanding how the people, processes, and physical place contribute to the overall environment. Stakeholders, care professionals, family, friends, and public members contribute to an environment's negative and positive variables.

Several factors contribute to a safe environment. Noise levels, ease of navigation, and the overall layout of a space can significantly impact safety. Being aware of potential escape routes and areas that could trap you is also crucial for personal safety.

Supporting environmental awareness involves actively cultivating an understanding of how surroundings and factors like people, processes, and physical spaces interact. Here are some steps you can take:

Evaluate Physical Spaces:
- Observe the layout—are there clear pathways and exits for easy navigation and safety?
- Note noise levels or any potential hazards, like slippery floors or obstacles.

Understand Processes:
- Identify how operations or routines affect the environment—are they chaotic or smooth and efficient?
- Ensure workflows are designed to promote safety and accessibility.
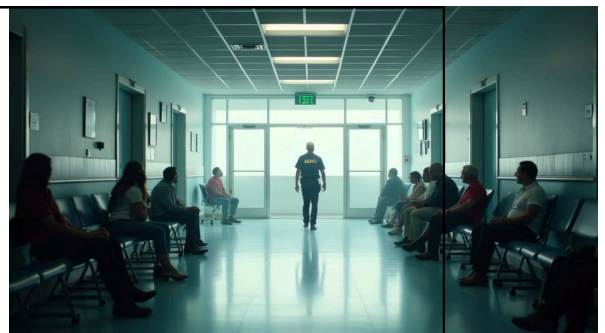
Be Aware of People:
- Recognize how individuals' actions and emotions contribute to the environment.
- Foster positive interactions to create a collaborative and safe atmosphere.

Assess Escape Plans:
- Identify emergency exits or areas that could serve as safe zones in dangerous situations.
- Familiarize yourself with routes to avoid becoming trapped in emergencies.

Promote Feedback:
- Encourage open communication and listen to concerns about environmental risks.
- Act on suggestions to improve safety and efficiency.

Collaborate with others:
- Involve stakeholders, colleagues, or family members to address environmental risks.
- Share responsibilities to maintain a secure and supportive space.

Thank you for taking the time to review how we can use our skills in Environmental Awareness to help keep our workplaces safer...

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M1 Basic MAB:
Lesson Six: Assessing Risk

This Lesson focuses on our Workplace Violence Prevention Program, specifically on the critical aspect of assessing risk. Understanding and evaluating risk is paramount to ensuring the safety of ourselves, our colleagues, and those we serve.

We have all heard the phrase is the risk worth the reward. Careful proactive planning can help prevent or eliminate many layers of acuity through controls that focus on enhancing the least restrictive approach.

It is always good planning to think before you do, in high acuity environments its good planning to look ahead and anticipate the needs of the individual, staff, and the environments they occupy. No one likes to see safety caught off guard, no one wants to see anyone injured...

To help mitigate the risk of injury, risk assessments are a fundamental part of your role.

It begins from the initial contact with an individual in conflict and continues throughout the intervention.

The process of risk assessment is proactive, it is looking ahead taking the time to assess potential harm and risk to the individual, yourselves, and anyone else involved.

It's important to remember that risk assessments are snapshots in time. They need to be continuously updated, integrated, and reviewed to provide a comprehensive picture of the risk. Also, remember that one incident doesn't define an individual; we need to consider the bigger picture.

To effectively perform a risk assessment, it's crucial to understand the different types of risk we might encounter. The concept of categorizing risk, which will help us tailor our responses appropriately.

Now let's take a look at the differing types of risk in the following sections..

Situational risk refers to the threats that exist within a specific environment, often catching individuals off guard. Think of a poorly lit parking garage or an isolated area. Being aware of these situational factors is key to preventing potential harm.


Inherent risk is the natural level of risk present in a process or activity, even before any mitigation efforts are applied. In conflict management, this often arises when dealing with complex emotions or situations requiring nuanced judgment. The window cleaner is a good example of a job with inherent risk.

Unnecessary risks are those that can be proactively mitigated through planning, training, or increased awareness. Taking such risks puts everyone in danger, including ourselves. This represents a worst-case scenario where all controls have failed.

Unacceptable risk is any risk that requires immediate action to prevent harm or injury to ourselves, individual, or others. This is the highest level of risk, demanding immediate intervention.
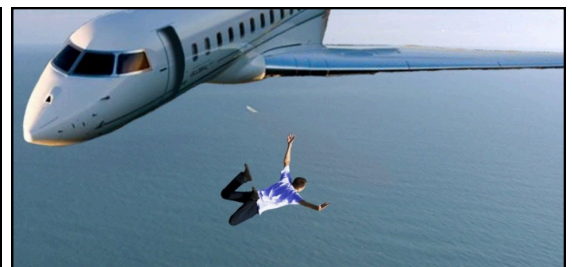

"Conflict situations inherently carry some level of risk—there's no such thing as a completely risk-free scenario. The goal of risk management isn't to eliminate risk altogether, but to recognize, evaluate, and control it in ways that minimize potential damage."

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Lesson Seven: Perception of Threat
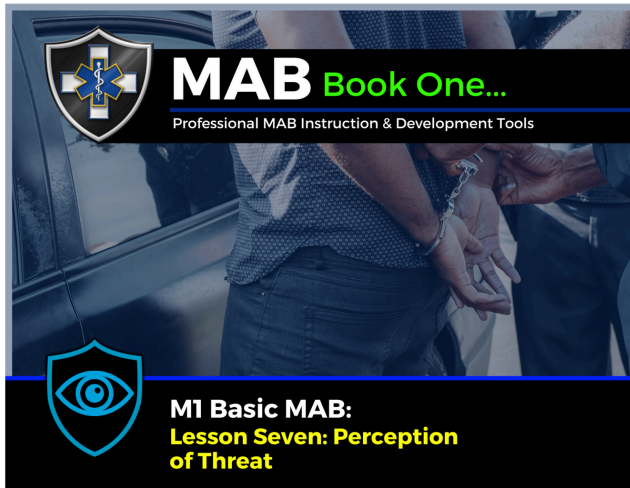
Understanding the perception of threat is critical for all of us. It's important to remember that our perception of a threat isn't always the same as the actual facts of the situation.

Unlike facts, perception is subjective to the individual.

Influencing Factors...

1. **Personal Experience:** Prior exposure to danger can heighten or dull perception.

2. **Media Coverage:** Sensational reporting can amplify perceived risk.

3. **Cultural Beliefs:** Norms and values shape what is considered risky.

4. **Trust in Institutions:** Confidence in authorities can reduce perceived threat.

5. **Voluntariness: People accept higher risks when they choose them vs. imposed risks**

YAY! I'M SAVED!!

THE BITTERSWEET MEETING of PERCEPTION and REALITY

"We know that risk does not always equate to a threat, but individual perception can elevate the response to risk as if it were a threat…. and, as such, increase the negative impact of risk."

MABPRO recognizes four key reasons why some risks are perceived as more or less serious than they truly are. Understanding these reasons is crucial for effective threat assessment.

1 One key aspect of threat perception is our tendency to overreact to intentional actions while underreacting to accidents or long-term threats.

2 Moral emotions also play a significant role, often leading to heightened reactions when our values are offended.

Sometimes our emotional and cognitive biases that can influence our perception of threat.

3 Another commonality that can lean towards negative threat perception is when Responders under-react to changes that occur slowly and over time. Employees are susceptible to bold changes in acuity, methodology, and philosophy, but if the rate of change is slow enough, then the change may go undetected. This is an element of the professional influence of apathy.

4 A common negative threat perception is the tendency to base the perception of threat, without the need to verify, on the prediction of the timing and location of dangers before they actually happen.

This is one of the contributing elements that can lead us to fall under the professional influence of apathy.

Perceived threat is what triggers our psychological responses, ultimately determining whether we choose to escape, defend ourselves, or subdue an individual in a crisis.
Making the right decision is paramount, as mistakes can have serious consequences for both ourselves and our facilities.

Perception plays a powerful—sometimes invisible—role in shaping decisions.

It's not just what people know, but how they interpret what they know that guides their choices.

Perception also sometimes guides us as we determine if the risk is worth the reward.

How Perception Shapes Decision-Making

- **Problem Recognition:** Decisions begin with identifying a problem. If someone perceives a situation as threatening or urgent, they're more likely to act—whether or not the threat is real.

- **Information Filtering:** People don't absorb all data equally. They filter based on past experiences, emotions, biases, and cultural lenses. This means two people can interpret the same facts differently.

- **Framing Effect:** The way information is presented—positive vs. negative framing—can dramatically alter decisions. For example, "90% fat-free" sounds healthier than "10% fat," even though they're identical.

- **Biases and Shortcuts:**
  - Selective Perception: We notice what aligns with our beliefs and ignore the rest.
  - Halo Effect: One positive trait can color our entire judgment of a person or situation.
  - Contrast Effect: Recent experiences skew how we evaluate current ones.

- **Emotional Influence:** Fear, trust, and empathy can override logic. In crisis scenarios, perception of safety or threat often drives action more than objective risk.

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Professional MAB Instruction & Development Tools

M1 Basic MAB:
Defining & working With Stress

In this Lesson we discuss a critical topic in workplace violence prevention, specifically focusing on understanding and managing stress.

Responders are often on the front lines of stressful situations and must provide care for those they serve as well as themselves...Let's begin.

What is Stress?

The National Institute for Occupational Safety and Health defines stress as a harmful physical and emotional response that happens when job demands don't match the employee's needs, resources, or capabilities.

It's important to differentiate this from a positive challenge; unmanaged stress leads to decreased well-being, productivity, and job satisfaction.

We feel stressed when our bodies react to perceived threats, whether internal or external. These threats can arise at any moment, leaving us feeling overwhelmed, nervous, and on edge. While individual reactions vary, stress generally impairs concentration and decision-making abilities.

The effects of chronic stress can include:

- Depression and anxiety,
- Pain of any kind,
- Sleep problems,
- Autoimmune diseases
- Digestive problems,
- Skin conditions,
- Heart disease,
- Weight problems,
- Reproductive issues,
- Thinking and memory problems.

Effects of Stress...

The Effects of Chronic Stress
- Depression and anxiety
- The pain of any kind
- Sleep problems
- Autoimmune diseases
- Digestive problems
- Skin conditions, such as eczema
- Heart disease
- Weight problems
- Reproductive issue
- Thinking and memory problems

Signs & Symptoms of Stress Overload...

Cognitive Symptoms:
- Memory Problems
- Inability to concentrate
- Poor judgment
- Seeing only the negative

Physical Symptoms:
- Aches and pains
- Diarrhea or constipation
- Nausea, dizziness
- Chest pain, rapid heart rate

Emotional Symptoms:
- Depression or general unhappiness
- Anxiety and agitation
- Moodiness, irritability, or anger
- Feeling overwhelmed

Behavioral Symptoms:
- Eating more or less
- Sleeping too much or too little
- Withdrawing from others
- Nervous habits (e.g. nail biting)

Causes of Stress...

External Causes of Stress:
- Major life changes
- Work or school
- Relationship difficulties
- Financial problems
- Being too busy
- Children and family

Internal Causes of Stress:
- Pessimism
- Inability to accept uncertainty
- Rigid thinking, lack of flexibility
- Negative self-talk
- Unrealistic expectations/ perfectionism
- All-or-nothing attitude

Improving Your Ability to Handle Stress...

- Get Moving
- Connect to Others
- Engage Your Senses
- Learn to Relax
- Eat a Healthy Diet
- Get Your Rest

27

By implementing these strategies, you can build resilience and create a healthier, more sustainable work environment for yourselves and your colleagues.
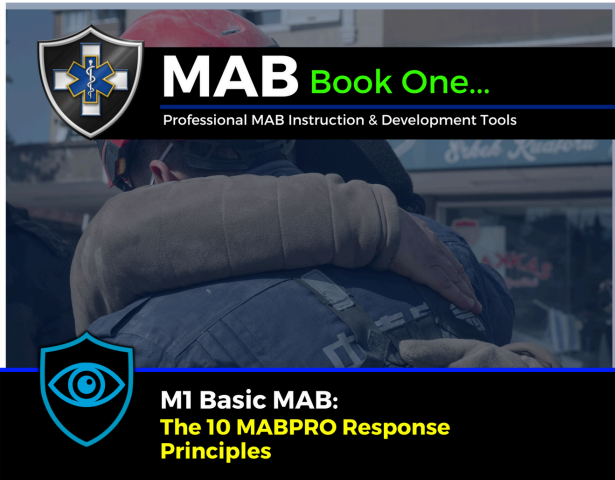
Safety Assessment:

How do you physically know you are stressed and what do you do to de-stress at work and at home?

MAB Book One...

Professional MAB Instruction & Development Tools

M1 Basic MAB:
The 10 MABPRO Response Principles

The 10 MAB Crisis Response Principles. These traits help everyone be well rounded in helping to navigate crisis situations...

Let's start with the first of the 10 MAB Pro Crisis Response Principles: "See Things As They Are." As social workers, you're often already on the scene. This principle emphasizes the importance of facing reality head-on, recognizing the significance of events, and understanding the consequences of what you observe, always prioritizing the patient's well-being above all else.

1

"See Things as They Are,"

Remember that strong leadership in a crisis demands intellectual honesty. It's about accurately assessing the situation, understanding its impact, and not shying away from difficult truths. This allows us to make informed decisions that are truly in the best interest of those we serve.

2

"Be able to see the big picture."

In a crisis, it's crucial to understand how all the different elements are connected. This means observing all the moving parts, understanding cause and effect, and quickly assessing the situation with a detailed understanding of the issues at hand.
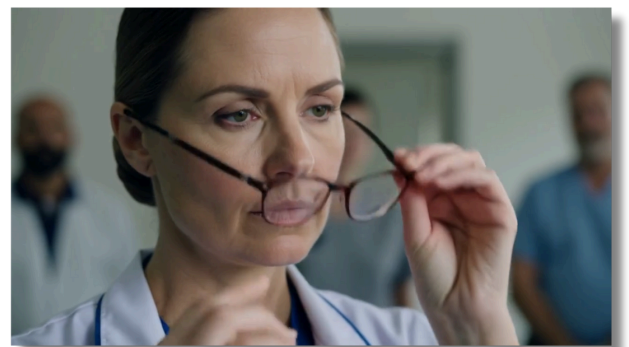
3

"Develop Multiple Options."

When facing a crisis, don't get stuck on a single solution. Brainstorm different approaches, engage your team, and be open to the possibility that your initial idea might not be the best one. Remember, collaboration and diverse perspectives are key.

4

"Be Decisive..."

After considering all available information and advice, it's time to take ownership and make a decision. Use your experience and real-time data to guide you, and don't be afraid to act. Indecision can be just as harmful as a wrong decision.

5

"Use Team Collaboration."

Long-term solutions require the input and involvement of the entire team. Identify the strengths of each member and work together to find a solution that everyone can support and implement effectively.

6

"Dissenting Opinions are not always wrong."

Don't surround yourself with only those who agree with you. Seek out individuals with different perspectives, even those you might disagree with. Their insights can provide valuable alternatives and prevent one-dimensional thinking.

7

"Be Calm, Courageous, & Positive"

Being calm, courageous, and positive—especially in high-stakes or emotionally charged environments—isn't just a mindset. It's a practice. These qualities can be modeled, taught, and reinforced through every layer of the negotiation process.

8

"Take Risk, but take no unnecessary risk..."

Crises often present unfamiliar situations. Gathering diverse viewpoints, even from those you disagree with, can lead to innovative solutions. Be willing to take calculated risks, but always prioritize safety and avoid unnecessary dangers.

9

"The Elusive 100% Rule..."

We all would like to have the perfect 100% solution to make conflict and crisis go away. Unfortunately the complexity of humans, and the emotions that drive us, makes this desire not likely as we seek to resolve conflict and prevent crisis.

We try our best, and sometimes our best delivers a Win-Win that can meet the needs of the individuals we support. It may not be a perfect solution, but it may be a possible resolution...and that good enough...

10

"Prepare to admit mistakes..."

Courageous leaders who take risks will inevitably make mistakes. Deep crises require continuous decision-making, and with a high volume of decisions, not every one will be perfect. Own your errors and learn from them.

"Remember that not every leader will excel in all ten of these principles equally. However, successful crisis managers will possess a majority of these characteristics. By embracing these principles, you can enhance your ability to lead effectively and make a positive impact in the face of adversity."

Los Angeles County Employee Assistance Program (EAP),

Phone: (213) 433-7202,
email: EAP@hr.lacounty.gov.

Policy 0400-503.50 Field Safety in Child Welfare: Preventing and Managing Client Violence

Issue Date: 6/2/2025

Consultation with supervisor/management prior to the Therapeutic Rapport

Developing a Plan of Action to prevent future crises and to ensure Safety with your supervisor/ management team.

Contact Health and Safety for County Protocol and Procedures,

Phone: (213) 351-5727,
email: HealthandSafety@dcfs.lacounty.gov

Thorough review of County Policies and Procedures

Acts/Threats of Violence Against Employee in the Workplace, Management Directive 95-06
FYI CWS/CMS 6.3 Code Drop

CALL TODAY AND SWITCH WITHOUT A HITCH!

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