



MABPRO International

MABPRO Professional Development

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Contents:

- Care Industry Terminology
- MAB Modality Concepts & Definitions - 09 August 2024

Care Industry Terminology:

- **Active Listening:** Fully concentrating, understanding, responding, and remembering what is being said.
- **Aggression:** Hostile or violent behavior towards others.
- **Agitation:** A state of anxiety or nervous excitement.
- **Anger Management:** Techniques to control and reduce anger.
- **Anxiety:** A feeling of worry, nervousness, or unease.
- **Assertiveness:** Communicating one's needs and desires confidently and respectfully without being aggressive.
- **Behavioral Cues:** Observable signs that indicate a person's emotional state or intentions.
- **Behavioral Intervention:** Actions taken to improve or change behavior.
- **Body Language:** Non-verbal signals expressed through physical behavior.
- **Boundaries:** Setting clear limits to maintain safety and order.
- **Boundary Setting:** Establishing limits to protect oneself and others.
- **Calm:** A state of tranquility and peace.
- **Care Plan:** A detailed approach for managing a patient's care.
- **Collaboration:** Working together with others to achieve a common goal.
- **Communication:** The exchange of information between individuals.
- **Communication Skills:** The ability to convey information effectively.
- **Compassion:** Sympathetic concern for the sufferings or misfortunes of others.
- **Compassionate Care:** Providing care with empathy and concern for others.
- **Conflict Management:** Techniques to handle and resolve conflicts.
- **Conflict Resolution:** Techniques and strategies used to resolve disagreements and conflicts peacefully.
- **Control:** The power to influence or direct behavior.
- **Cooperation:** Working together towards a common goal.
- **Crisis Intervention:** Immediate and short-term psychological care aimed at assisting individuals in a crisis situation.

- **Crisis Management:** Strategies to deal with emergencies or critical situations.
- **Danger:** The possibility of suffering harm or injury.
- **De-escalation:** Techniques used to reduce the intensity of a conflict or potentially violent situation.
- **De-escalation Techniques:** Methods used to reduce the intensity of a conflict.
- **Defuse:** To reduce the danger or tension in a situation.
- **Distraction:** Something that diverts attention from the main issue.
- **Emotional Regulation:** The ability to manage and respond to emotional experiences.
- **Emotional Support:** Providing reassurance, comfort, and encouragement.
- **Empathy:** The ability to understand and share the feelings of another, crucial in calming agitated individuals.
- **Empathetic Listening:** Listening with the intent to understand and share the feelings of others.
- **Engagement:** Actively involving oneself in a situation.
- **Environmental Safety:** Ensuring that the physical surroundings are safe.
- **Escalation:** An increase in the intensity or seriousness of a situation.
- **Eye Contact:** Direct visual contact with another person's eyes.
- **Fear:** An unpleasant emotion caused by the threat of danger, pain, or harm.
- **Frustration:** The feeling of being upset or annoyed due to inability to change or achieve something.
- **Hostility:** Unfriendly or antagonistic behavior.
- **Incident Report:** A document detailing an event, especially one that is unusual or problematic.
- **Intervention:** The action of becoming involved in a difficult situation to change the outcome.
- **Intervention Strategies:** Plans and actions taken to address a situation.
- **Isolation:** The state of being separated from others.

- **Negotiation:** Discussion aimed at reaching an agreement.
- **Non-verbal Communication:** Body language, facial expressions, and other non-verbal cues that can influence a situation.
- **Nonviolent Crisis Intervention:** Techniques to manage aggressive behavior without using force.
- **Observation:** The action of closely monitoring a situation.
- **Patience:** The capacity to accept or tolerate delay, trouble, or suffering without getting angry or upset.
- **Patient Safety:** Ensuring that patients are protected from harm.
- **Persuasion:** The act of convincing someone to do or believe something.
- **Physical Intervention:** The use of physical force to control a situation.
- **Physical Space:** The area around a person that they consider their personal territory.
- **Positive Interaction:** Engaging with others in a constructive and supportive manner.
- **Positive Reinforcement:** Encouraging a behavior by offering a reward.
- **Prevention:** The action of stopping something from happening.
- **Preventive Measures:** Actions taken to prevent problems before they occur.
- **Proxemics:** The study of personal space and how it affects interactions, especially in tense situations.
- **Protective Measures:** Actions taken to ensure safety.
- **Psychological Support:** Providing emotional and mental assistance.
- **Rapport:** A positive relationship characterized by mutual trust and respect.
- **Reassurance:** The action of removing someone's doubts or fears.
- **Redirection:** Guiding someone's behavior or attention to a different focus.
- **Relaxation Techniques:** Methods used to reduce stress and promote calmness.
- **Respect:** A feeling of deep admiration for someone or something.
- **Restraint:** Methods used to physically control an individual to prevent harm to themselves or others.

- **Risk Assessment:** The process of identifying and evaluating potential risks.
- **Risk Management:** The process of identifying, assessing, and controlling threats.
- **Safety:** The condition of being protected from harm.
- **Safety Plan:** A strategy developed to ensure the safety of all individuals involved in a potentially dangerous situation.
- **Safety Protocols:** Established procedures to ensure safety.
- **Security Measures:** Actions taken to protect against threats.
- **Self-control:** The ability to control one's emotions and behavior.
- **Self-defense:** The act of defending oneself from harm.
- **Self-regulation:** The ability to manage one's own behavior and emotions.
- **Sensitivity:** The quality of being aware of and responsive to others' feelings.
- **Situational Awareness:** Being aware of what is happening around you to understand how information, events, and your own actions will impact goals and objectives, both immediately and in the near future.
- **Staff Training:** Educating employees to improve their skills and knowledge.
- **Stress Management:** Techniques and strategies to control stress levels.
- **Stress Reduction:** Techniques to lower stress levels.
- **Support:** Assistance and encouragement provided to someone.
- **Surveillance:** Close observation, especially of a suspected person.
- **Team Approach:** Collaborating with colleagues to manage a situation effectively and safely.
- **Tension:** Mental or emotional strain.
- **Therapeutic Communication:** Interactions that promote the well-being of a patient.
- **Threat:** A statement or indication of intent to cause harm.
- **Triggers:** Events or circumstances that cause a strong emotional reaction.
- **Trauma-Informed Care:** An approach that recognizes the impact of trauma on individuals.

- **Understanding:** The ability to comprehend and empathize with others.
- **Verbal Aggression:** Hostile or violent behavior expressed through words.
- **Verbal De-escalation:** Using words to reduce the intensity of a conflict.
- **Verbal Judo:** A method of using words to prevent, de-escalate, or end an attempted assault.
- **Violence:** Physical force intended to hurt or damage.
- **Warning Signs:** Indicators that suggest a potential problem.
- **Withdrawal:** The act of retreating or pulling back.

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MAB Modality Concepts & Definitions:

M1 Basic MAB -

- **Acuity:** The sharpness or keenness of thought, vision, or hearing¹.
- **The Triad of Negotiation:** This concept typically involves three key elements: relationship, communication, and interests. These elements are essential for effective negotiation, focusing on building a good relationship, effective communication, and understanding the interests of all parties involved.
- **5 Categories of Workplace Violence:**
 - **Criminal Intent:** The perpetrator has no legitimate relationship to the business or its employees and is usually committing a crime in conjunction with the violence.
 - **Customer/Client:** The perpetrator has a legitimate relationship with the business and becomes violent while being served by the business.
 - **Worker-on-Worker:** The perpetrator is an employee or past employee of the business who attacks or threatens another employee.
 - **Personal Relationship:** The perpetrator usually does not have a relationship with the business but has a personal relationship with the intended victim.
 - **Ideological Violence:** Violence directed at an organization, its people, or property for ideological, religious, or political reasons.

MAB Modality Concepts & Definitions:

M1 Basic MAB -

- **Response Traits:** Characteristics or behaviors that are effective in responding to emergencies or critical situations, such as calmness, decisiveness, and clear communication.
- **Safe Space:** An area designated to be free from harm or danger, where individuals can feel secure.
- **Safe Boundaries:** Limits set to protect individuals from harm or danger, ensuring a safe environment.
- **Avenues of Approach:** The paths or routes that can be taken to reach a specific location or target, often considered in planning and strategy.
- **The Response Footprint:** The impact or effect of a response to a situation, including the actions taken and their outcomes.
- **DTS & DTO:** Acronyms that typically stand for “Danger to Self” and “Danger to Others,” used in assessing the risk of harm in individuals.
- **The 10 MABPRO Response Principles:** Key principles outlined by MABPRO for effective response to aggressive behavior and workplace violence, focusing on safety, communication, and de-escalation.
- **The 2 Fundamentals of Why People Lose Control:** Common reasons why individuals may lose control, often related to stress and emotional triggers.
- **MAB Tactically Advanced Communication (MTAC):** A communication strategy used in managing aggressive behavior, focusing on tactical and advanced techniques to de-escalate situations.



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Contents:

- Handout Key terms and definitions

M1 Key terms & definitions

The Assault Cycle

- **Assault Cycle:** A model that describes the phases an individual goes through during an aggressive or violent episode.
- **Reactionary Thinking:** Immediate, often emotional responses to a situation without thorough analysis or consideration of consequences.
- **Critical Thinking:** Thoughtful and analytical responses to a situation, considering all aspects and potential outcomes.
- **Triggering Event:** The initial phase where an event or situation provokes an emotional response that can lead to aggression.
- **Escalation Phase:** The phase where the individual's emotional response intensifies, leading to increased tension and potential for aggressive behavior.
- **Redirection/Distraction Phase:** Techniques used to divert the individual's attention away from the escalating situation to prevent further aggression.

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M1 Key terms & definitions

The Negative End State - Crisis

- **Crisis:** A situation in which an individual is overwhelmed with emotions like fear or anxiety to the point where their usual coping mechanisms fail, leading to confusion, fear, and an inability to make decisions or take action.
- **Verbal Signals:** The use of words and speech during a crisis to communicate effectively. This includes using simple requests, focusing on the present, and keeping speech measured and straightforward.
- **Requests Over Reasoning:** A strategy used during a crisis where gentle requests are made instead of trying to reason with the person, as their ability to reason may be impaired by overwhelming emotions.
- **Simple, Measured Language:** The use of simplified language and regular pauses to help a person in crisis process and respond, avoiding fast speech or overwhelming them with information.
- **Lessening Time Pressure:** Recognizing the sense of urgency felt by a person in crisis and being patient, avoiding rushing them for answers, and creating an environment where they feel heard and understood.

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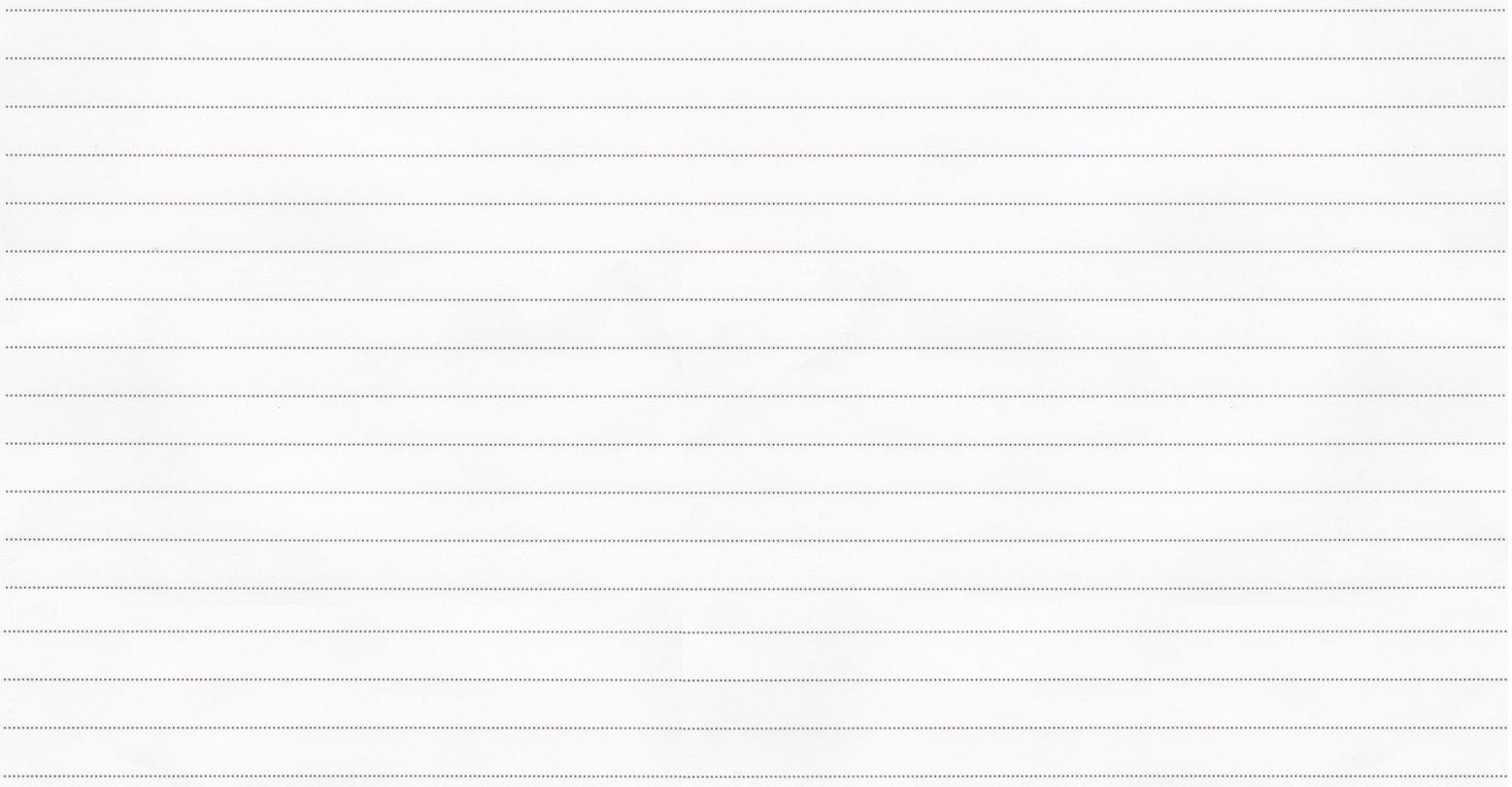
Contents:

- M2 Safe Evasion Key Words and Defintions

M2 Safe Evasions

Evasion Pathways:

- **Proxemics:** The study of spatial relationships in human interactions. In this context, it refers to how individuals position themselves during confrontations.
- **Frontside Proxemics:** The area in front of a person where they generate the majority of their strength and movement.
- **Weak side Proxemics:** The side of the body that has limited capabilities to generate strength and movement.
- **Evasion Pathways:** Routes of escape or avoidance that a responder should focus on when confronted with an escalated individual
- **Tri-Angle Block:** A defensive posture where one hand is placed on the side of the head, with the elbow pointing towards the attacker, and the other hand supporting the bicep.





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Contents:

- M3 Clinical Containments Key Words and Definitions

M3 Clinical Containments

- **Clinical Containment:** A set of procedures used by a response team to physically intervene and establish safety control when other non-physical interventions have failed.
- **Response Team:** A group of trained staff members who work together to manage crisis situations and implement clinical containment when necessary.
- **Safe Escort Position:** A technique used by a response team to secure a patient in crisis, involving a hook and brace hold.
- **Hook and Brace Hold:** A specific hold used in the Safe Escort Position where one arm is hooked under the patient's arm and the other hand grasps the patient's wrist.
- **Swaddling Position:** A containment technique used when a patient is on the ground, involving specific positioning of responders to maintain control.

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