

THE AEGIS SYSTEM™ NON-PHYSICAL CRISIS DE-ESCALATION

COURSE CONTENT

System Introduction

- IA: Welcome/Introduction
- IB: What Will I Be Learning?
- IC: Aegis De-escalation Model
- ID: Core Aegis Principles
- IE: Creating Context...
- IF: Crisis Curve
- IG: Social Survival
- IH: “The Jockey” and “The Horse”

Section 1: Staff Empowerment

- 1.0 Introduction to Staff Empowerment / Stress Inoculation
- 1.2 Cognitive Preparation
- 1.3 Managing Triggers
- 1.4 Perspective Taking
- 1.5 Tactical Breathing
- 1.6 Working Off Baseline

Section 2: Non-verbal Acuity

- 2.0 Non-verbal Acuity In Crisis
- 2.1 Body Language Clusters
 - 2.1.2 Pacifiers
 - 2.1.3 Hand Gesture Planes

- 2.2 Emotion In The Face
- 2.3 Para-verbal Acuity
- 2.4 The De-escalation Cluster
- 2.4.1 Incident at a school video
- 2.4.2 Incident at a school video debrief

Section 3: Verbal De-escalation and Rapport

- 3.0 Introduction To Achieving Rapport / 3.1 Applied Empathy
- 3.1.2 Listening for Needs + “It’s not about the nail”
- 3.1.3 Reflective listening + Additive empathy
- 3.2 Mirroring & Matching
- 3.3 Insulated Approach
- 3.4.1 Positive Responses Part 1
- 3.4.2 Positive Responses Part 2
- 3.5 The Crisis 2-Step
- 3.6 The ABC’s of DE-escalation
- 3.7 Crisis Scenario #1
- 3.7.1 Crisis Scenario #1 DE-brief
- 3.8 Crisis Scenario #2
- 3.8.1 Crisis Scenario #2 DE-brief