



THE AEGIS SYSTEM™

TRAINING OVERVIEW



www.theaegissystem.com

TRAIN-THE-TRAINER

A primary delivery method for Aegis is the Train-the-Trainer (TtT) program. Trainer Certification empowers key staff members to execute their own trainings and issue staff certifications in The Aegis System™ at their place of employment. This option is typically the most economical. Aegis conducts regular TtT sessions across the country and maintains a presence in each region.

The Aegis System™ has a tertiary design, which allows for custom-like training options without jeopardizing the fidelity of the training program. The Aegis De-escalation Model is consistent with every client engagement but an organization may choose training options with or without the Physical Intervention component (section 4). Certified Trainers may elect to certify all staff in Physical Intervention, none, or just select staff, depending on the needs of the organization.



E-LEARNING

E-learning is the other primary delivery method. Aegis provides complete e-learning solutions for the (nonphysical) De-escalation Model (sections 1–3). This is the same de-escalation material that would be presented in person by an Aegis Trainer. When seats are purchased off the Aegis website (hosted LMS), each staff member is given their own unique log-in to the online course and can access the content whenever. Group leaders can track progress, verify completion, and generate reports. For larger engagements, Aegis will license SCORM files to an organization for upload to their own LMS.

E-learning may stand alone as full De-escalation Training for all staff or fit into a blended learning offering that complements in-person physical skills training by certified Aegis Trainers. There is no e-learning solution that meets the performance-based standards of staff certification in any physical Aegis technique. Guidelines and training scripts for this blended learning option are available on the Aegis Client Portal.

TRAINING PROGRAM



CREATING A
NEW STANDARD
IN SAFETY

The Aegis De-escalation Model:

Classroom based (non-physical) learning delivered by certified Aegis Trainers in-person or through e-Learning. e-Learning is hosted on the Aegis website or uploaded to your LMS.

The De-escalation model is intended for all-staff. Many "hands-off" organizations elect to use the De-escalation model for a complete training solution and do not utilize section 4. Others train select staff or all-staff in section 4.

Physical Intervention Training:

Section 4 Training is delivered by certified Aegis Trainers in-person only.

This portion of Training can blend with e-Learning in the De-escalation model to create an efficient solution for maintaining full Aegis Certification.

AEGIS INTRODUCTION

- I System Overview
- II What Will I Be Learning?
- III Aegis De-escalation Model
- IV Core Aegis Principles
- V Putting Out a Fire...
- VI Social Survival
- VII The Jockey & The Horse

MODULE 1

This 1-hour module can serve as a brief De-escalation Course for staff in low-risk areas.

SECTION 1. STAFF EMPOWERMENT

- 1.0 Towards Empowerment
- 1.1 Stress Inoculation
- 1.2 Cognitive Techniques
- 1.3 Perspective Taking
- 1.4 TRUST Model

MODULE 2

SECTION 2. NONVERBAL COMMUNICATION

- 2.0 Nonverbal Acuity
- 2.1 Body Language Clusters
- 2.2 Paraverbal Acuity
- 2.3 The De-escalation Cluster

MODULE 3

Aegis provides various Training Guides for in-person delivery of the De-escalation model and e-Learning in 4, 6, and 8 hour formats.

SECTION 3. VERBAL INTERVENTION

- 3.0 Rapport & Applied Empathy
- 3.1 Step 1 Communication
- 3.2 Positive Responses
- 3.3 The Crisis 2-Step
- 3.4 The ABCs of DE-escalation

MODULE 4

SECTION 4. PHYSICAL INTERVENTION

- 4.0 Introduction
- 4.1 Understanding the Risk of "Restraint"
- 4.2 Moving to Physical Intervention
- 4.3 Safety Briefing

MODULE 5

- 4.4 Practicing Physical Skills
- 4.5 Warm Up
- 4.6 Escaping Unwanted Contact
- 4.7 Aegis Holds
- 4.8 The Aegis Safety Postition™

MODULE 6

For the blended option, staff receive 2-4 hours of training in Physical Intervention after completing the De-escalation e-Course to achieve full certification.

- 4.9 Duration
- 4.10 Critical Communication
- 4.11 Signs of De-escalation & Releasing
- 4.12 Re-establishing Rapport
- 4.13 Incident Debrief
- 4.14 Documentation

MODULE 7

Appendix I: Aegis References

Appendix II: Case Law



WHAT TO EXPECT AT A TRAIN-THE-TRAINER SESSION

DAY 1

8:15 a.m.
~Sign-in

8:30 a.m.
~Participant Introductions
~System Introduction
~Crisis as a Process
~Nonjudgmental Approach
~Social Survival (Emotional Intelligence)

10:00 a.m.
~Section 1: Staff Empowerment

11:30 a.m.
~Section 2: Nonverbal Acuity

1:00 p.m.
~ Lunch

2:00 p.m.
~Introduction to Physical Intervention

3:00 p.m.
~Warm-up
~Escaping Unwanted Contact Practice

4:00 p.m.
~Aegis Holds Practice
~Aegis Safety Position™ Demonstration
~Achieving the Aegis Safety Position™
~The Aegis Safety Position™ Practice

5:00 p.m.
~Adjourn

DAY 2

8:30 a.m.
~Individualized Approach
~Section 1 Q&A / Review
~Section 2 Q&A / Review
~ “An Incident at a School” Video Review/Case Study

10:00 a.m.
~Section 3: Verbal De-escalation and Rapport

1:00 p.m.
~Lunch

2:00 p.m.
~Incident Documentation and Reporting
~Warm-up
~ Escaping Unwanted Contact Practice

3:00 p.m.
~ Aegis Holds/Team Intervention Practice
~Aegis Safety Position™ Practice
~Signs of De-escalation and Releasing

5:00 p.m.
~Adjourn

DAY 3

- 8:30 a.m.
 - ~Welcome of Recertifying Trainers
 - ~De-escalation Model Review
- 11:00 a.m.
 - ~Bringing Aegis Home
 - ~Using the Aegis Client Portal
- 12:30 p.m.
 - ~Lunch
- 2:00 p.m.
 - ~Escaping Unwanted Contact Practice and Evaluation
- 3:00 p.m.
 - ~ Aegis Holds Practice and Evaluation
 - ~Achieving the Aegis Safety Position™ Practice and Evaluation
- 4:30 p.m.
 - ~Signs of De-escalation
 - ~Incident De-brief
 - ~Documentation
- 5:00 p.m.
 - ~Adjourn

NEW TRAINER CERTIFICATION

Aegis certifies Trainers at regularly held TtT sessions across the country. The intention of the Trainer Certification program is to provide an economical and performance-based solution that maintains the fidelity of The Aegis System™. Initial Trainer Certification is a three-day commitment. Immediately following training, a digital QR-coded certificate is sent to each Trainer. New Aegis Trainers will receive a timely follow-up email that includes log-in details for the Aegis Client Portal.

AEGIS CLIENT PORTAL

The Aegis Client Portal is an online solution to support Aegis-certified Trainers and is accessed via the Aegis website. Included in the portal are videos, staff handouts, supporting documents, training supports, and PowerPoint presentations that are designed to assist Trainers in conducting their own staff trainings and managing their own staff certifications. Each Trainer is instructed on how to use the portal at their TtT session and will receive their own unique log-in. All of the materials that Aegis Trainers need to execute their own trainings are either in hand within the Aegis Trainer Manual or a few clicks away in the Aegis Client Portal. There is no additional fee to access the client portal or for staff training materials.

IN-HOUSE TRAINING

Aegis regularly conducts in-house or private trainings at various agencies. The format is flexible and private trainings allow Aegis Master Instructors to meet the individual needs of various organizations. Larger organizations often find it more economical to certify their Trainers on-site. Enthusiastic clients may choose to host a regularly scheduled training and welcome other organizations to their facility.

RECERTIFICATION

Aegis Trainers and certified staff complete their certification on an annual basis. Trainer recertification is a one-day commitment. In most states (Utah and Georgia are an exception) there is a two-to-three-month buffer for recertification. Aegis maintains a regular presence in all client geographies to facilitate the recertification process. Aegis Instructors look forward to interacting with Trainers on an annual basis. Aegis utilizes an engaging format for Trainer recertification.