

P.M.T.

**Physical/Psychological
Management Training**



Designed

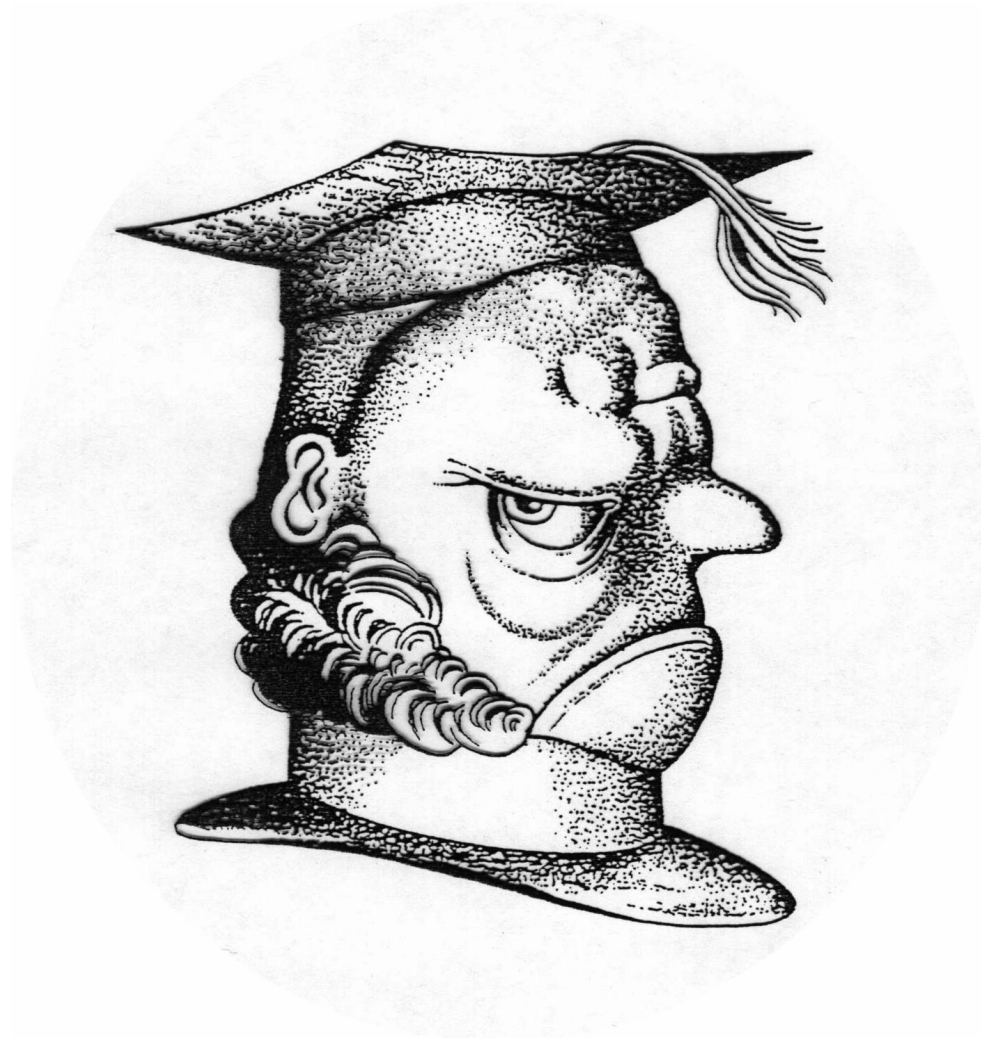
by

PMT Associates, Inc.

Class Rules:

- Return from breaks on-time
- Keep side-line conversations to a minimum
- Turn off cell phones
- Set phone to vibrate
- Participate fully
- Have fun!





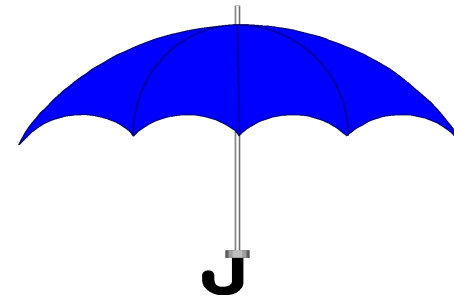
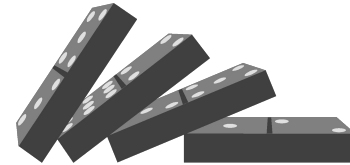
Effective use of PMT requires:

- **Sensitivity to others**
- **Dedication to a therapeutic approach**
- **Technical skill in physical interventions**

Workbook page 3

Three “P’s” of PMT Training:

- PREVENTION
- PREDICTION
- PROTECTION

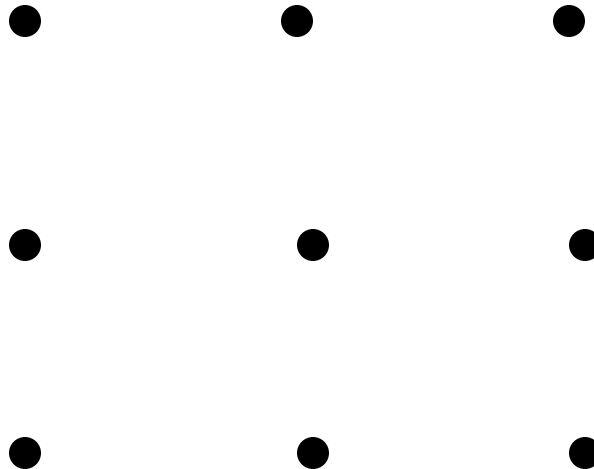


Workbook p. 3

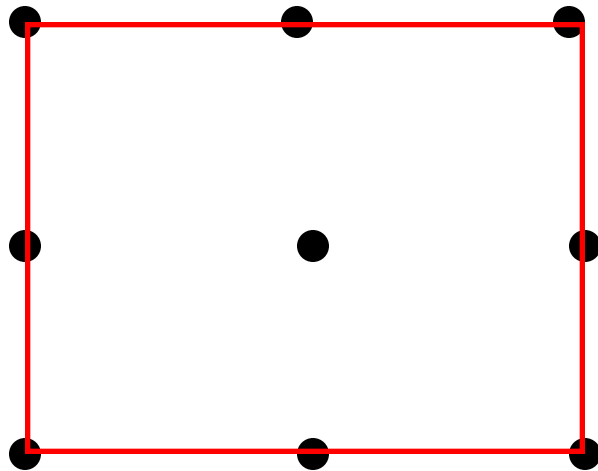
Problem Solving

PROBLEM SOLVING

First, accurately identify
the real problem

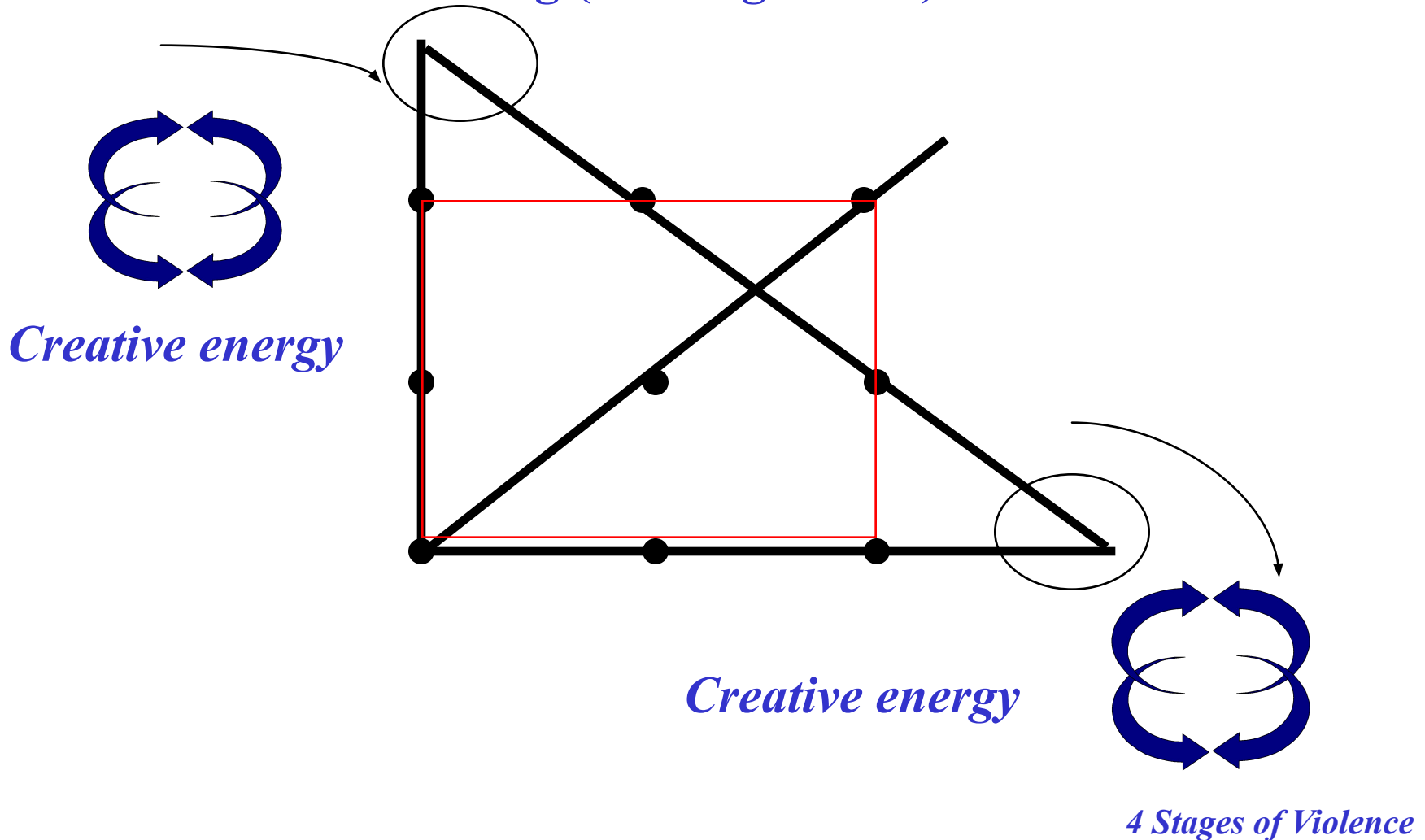


Learn to step outside the box.



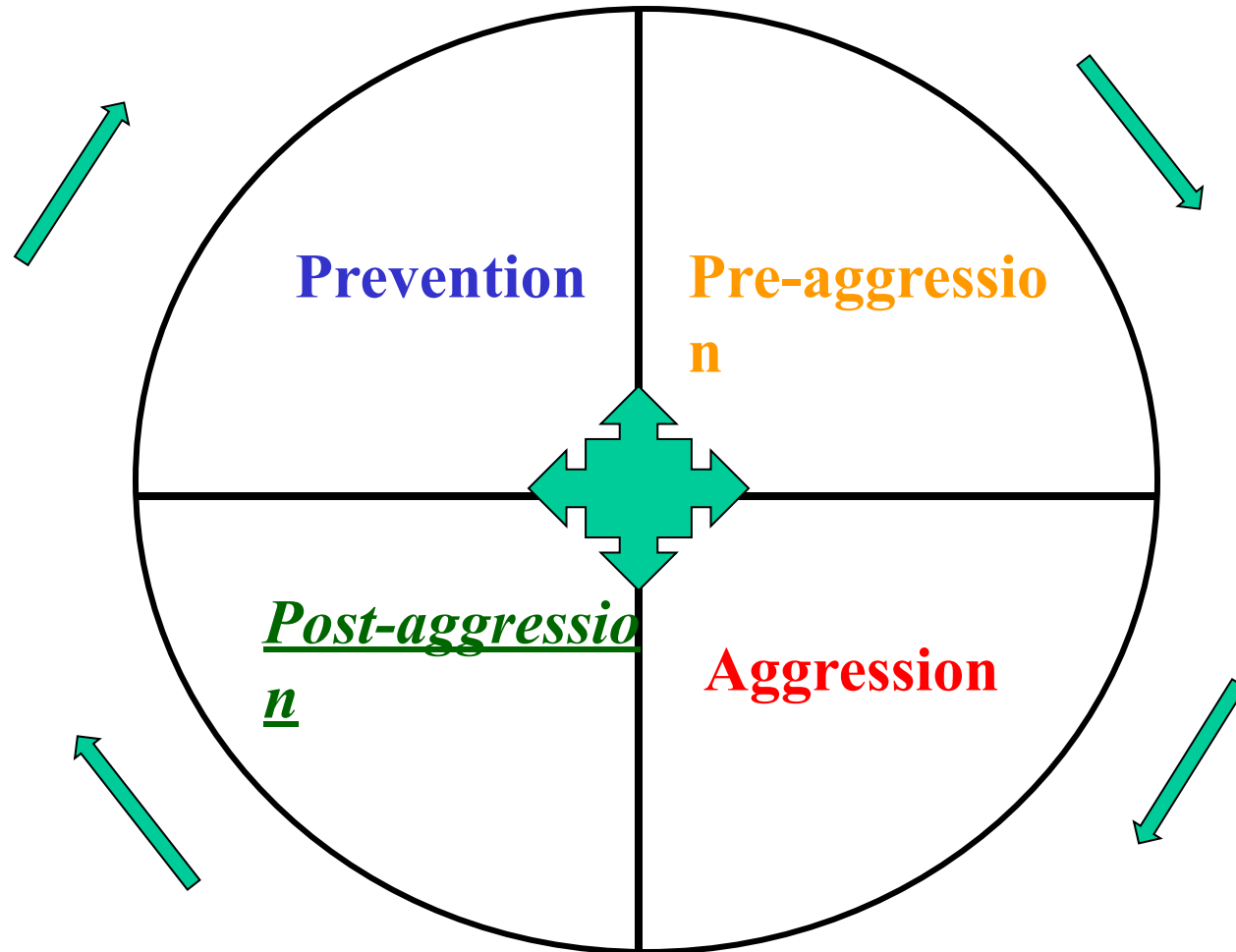
Effective Problem Solving

requires being open to new ways of thinking (Paradigm shift).



Four Stages of Aggression

Workbook p#4



Skills for stages of Violence

Skills to use:

PREVENTION PRE-Aggression Aggression POST Aggression

•Observe

•Active Listen

•Give support

•Set expectations

•Help make sense

•Allow ventilation

•Offer alternatives

•State expectations

•Provide space

•Active listen

•Set limits

•Back-up

•Act quickly

•Keep calm

•Team work

•Keep aware

•Document

•Educate

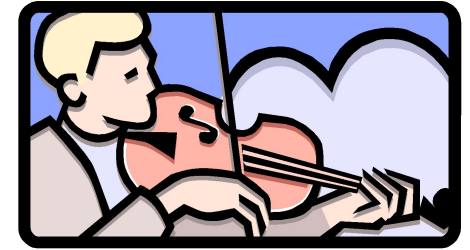
•Debrief

•Evaluate

•Make changes
where necessary

Effective Communication

- **Non-verbal Communication**

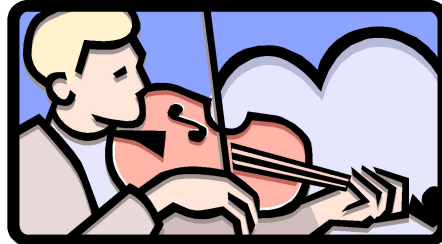


- **Verbal Communication**



Non-verbal Communication

93%



Body Language = 55%

- **Facial Expressions**
- **Gestures**
- **Eye contact**
- **Movement**
- **Proximity**

Style of Delivery = 38%

- **Tone of Voice**
- **Pace**
- **Volume**
- **Inflection**
- **Silence**

Verbal Communication

7%



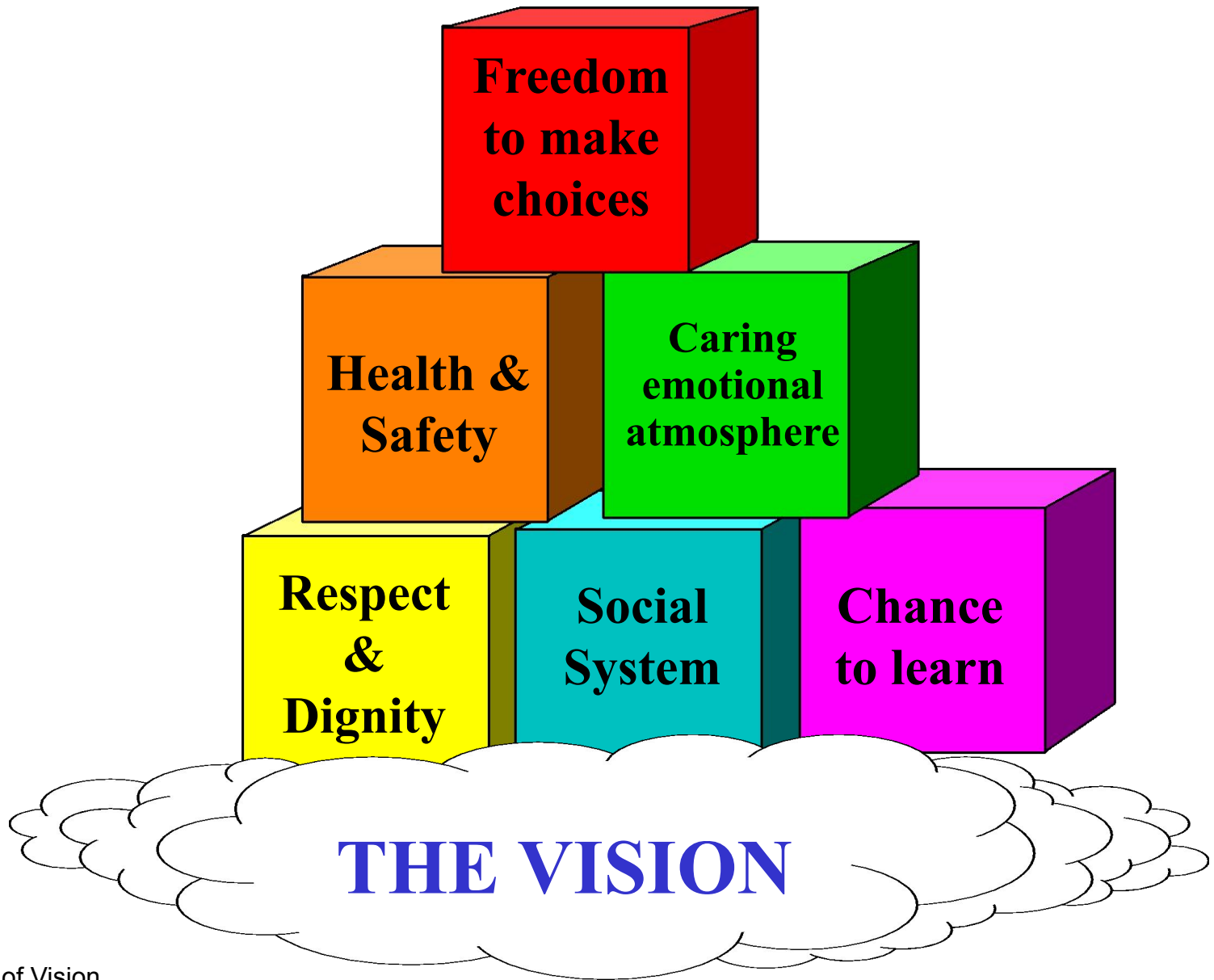
- **Choice of words**
- **Logic (Or lack thereof)**
- **Life experiences(i.e., age, schooling)**
- **Value laden language**
- **Saying too much**

Summary

Effective Communicators:

- Have self-awareness (Their impact upon situations)
- Pay attention to body language (Theirs and others)
- Choose their words thoughtfully & strategically
- Practice good listening skills

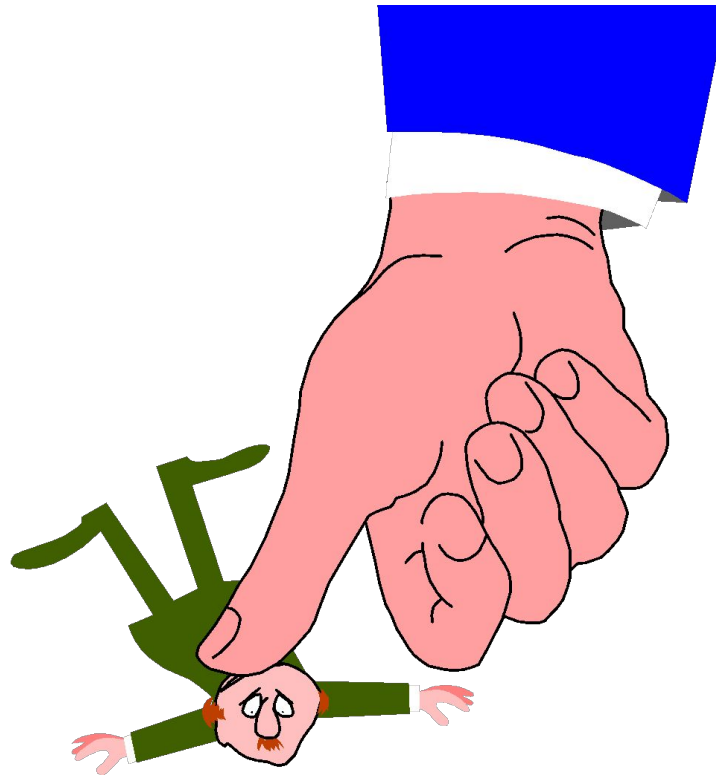




See Copy of Vision

What is restraint?

What is restraint?



Least Restrictive Tool

Always consider using the Least Restrictive Intervention:



Physical Restraint

“One definition”

“Physically holding an individual to restrict movement or to prevent the individual from harming himself or others.”

Let's take a trip

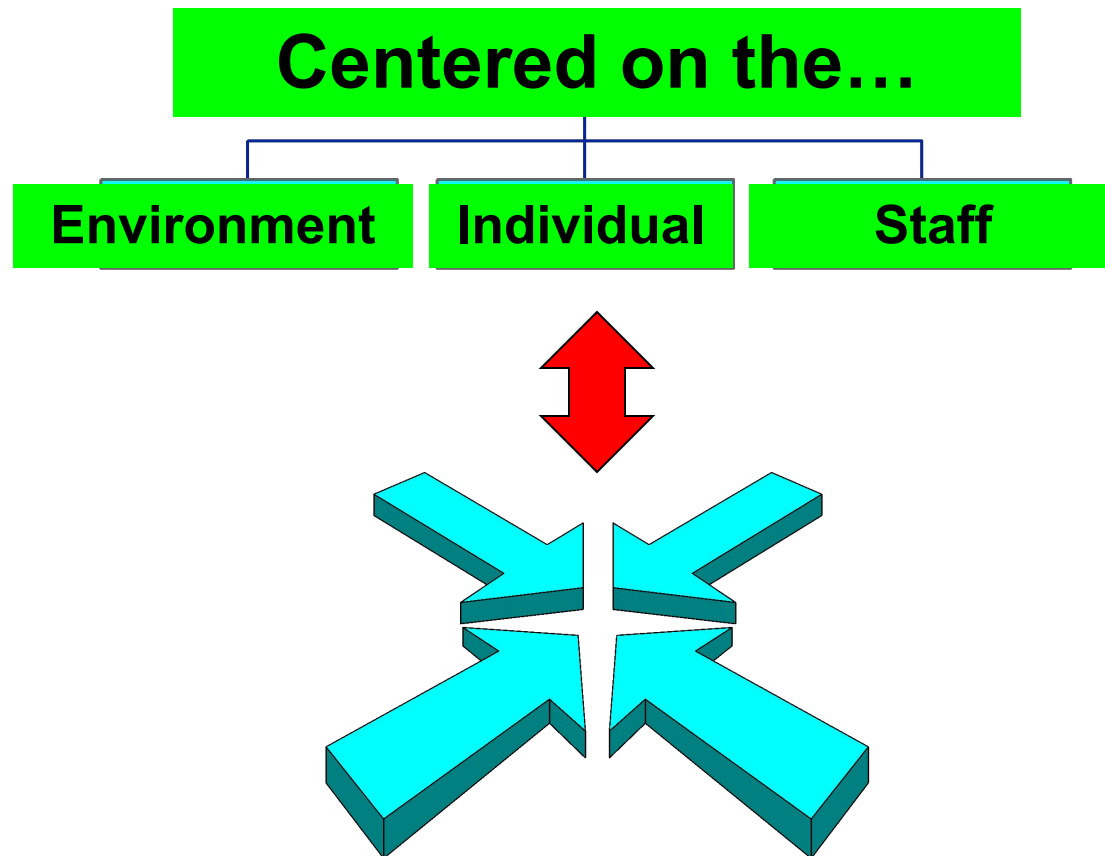


- Write down 6 of your favorite things that you can not live without if you went on a trip. (Write on page 5 of workbook)

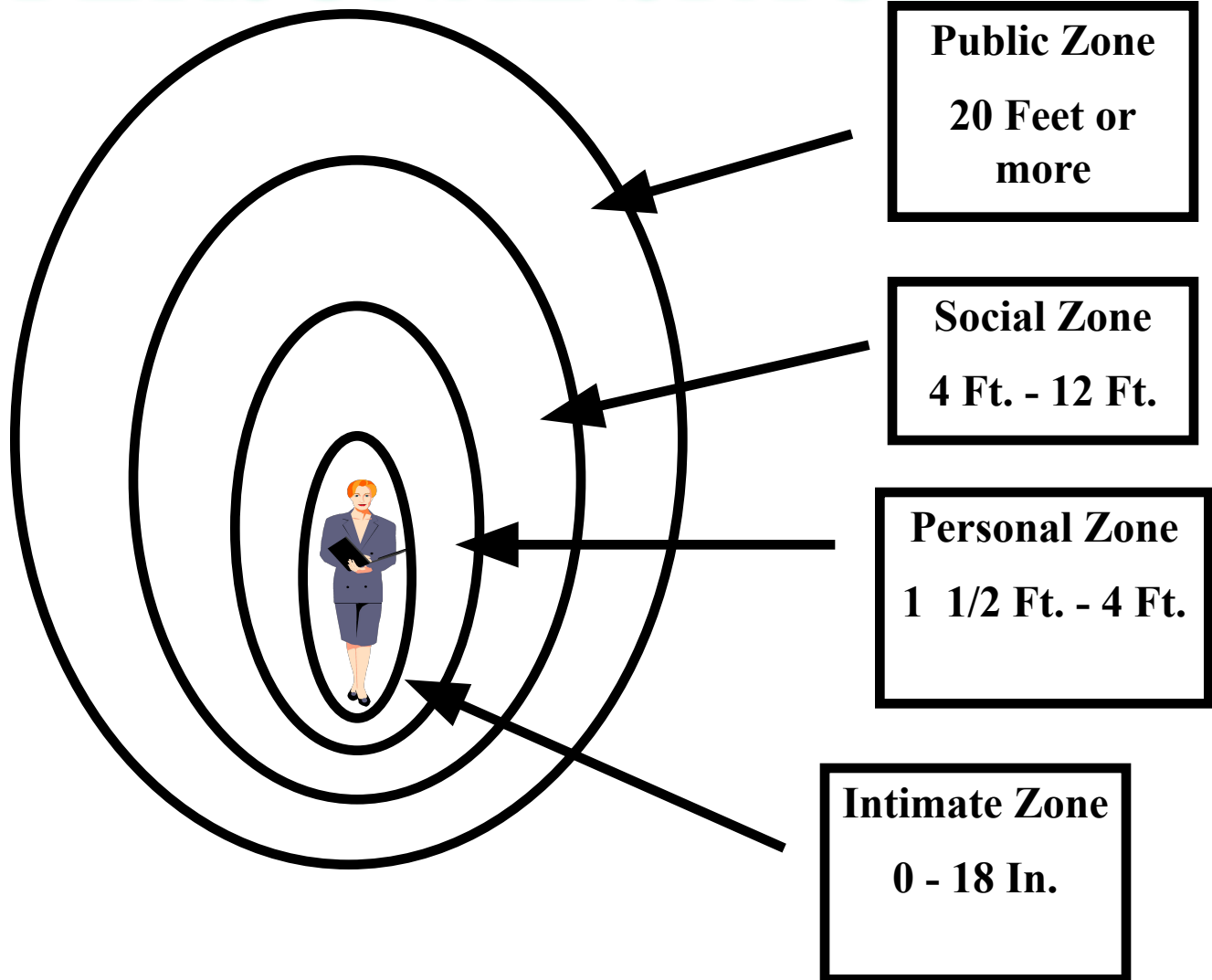


Tape/causes
of violence

Common Causes of Violence



PERSONAL SPACE



Prediction and Early Intervention



WRONG
WAY



Brainstorm signs of agitation first

Workbook page #6

Signs of Agitation

- Verbal content
- Muscular tension
- Posturing
- Facial expressions
- Pressured speech
- Throwing objects



Aggression & predisposing situations:

- When an individual is angry, anxious or afraid.
- Following the denial of a real or perceived privilege.
- Following an argument or a fight.
- When strong demands are made
- When unrealistic expectations are made on the individual.

Break Time!

- Please be back in 10 minutes!
- Thank you!



Safety Tips:

- Arrange the environment with safety in mind
 - Dress appropriately
 - Be aware of personal space issues
 - Stay alert at all times
-

Protective Stances

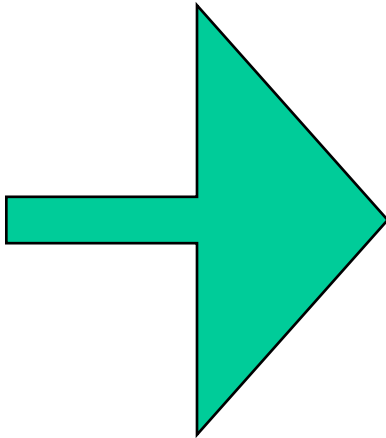
- Arms length
 - 45 degree angle:
 - less of a target
 - Gives better balance
 - Keep knees bent:
 - Flexibility
 - Mobility
-

Blocks:

- Upward
- Inward
- Outward
- Downward
- Downward "X" Block
- Upward "X" Block
- Leg Block
- Pivot & Parry

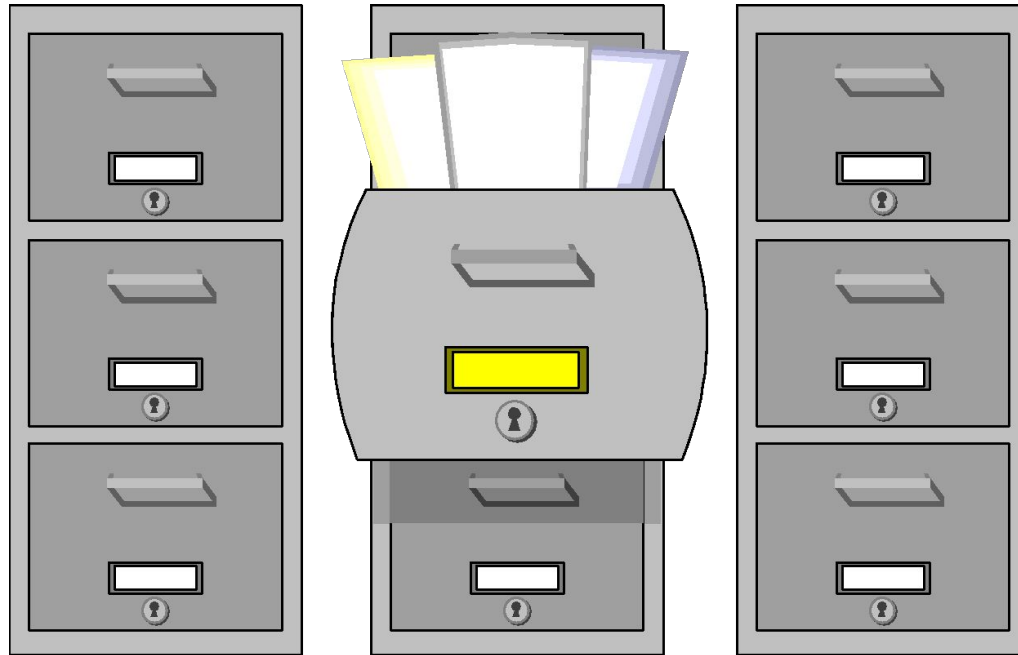
Why Staff “Act Out”

- Stress & job burnout
- Fatigue/over-tired
- Frustration of needs
- Self-fulfilling prophecy
- Professional detachment
- Work overload
- Lack of self-awareness
- Poor work environment
- Personal “Button Pushed”



Conflict Inventory (C.I.)

*A useful tool for organizing staffs
behavioral options.*



This is not a test!

SELF-ASSESSMENT CONFLICT INVENTORY

	ISSUE				RELATIONSHIP					CONFLICT AVOIDANCE				
ALMOST ALWAYS	A S S E R T I N G	P E R S U A D I N G	E V A L U A T I N G	R E S I S T I N G	A C T I V E L I T E N I N G	E X P R E S S I N G C O N C E R N	A C C O M O D A T I N G	S E L F D I S C L O S I N G	I N V I T I N G C O N T R I B U T I O N S	D I S E N G A G I N G	U S I N G H U M O R	U S I N G T I M E	D E F E R & R E F E R	I M P E R S O N A L I T Y
QUITE FREQUENTLY														
FREQUENTLY														
MODERATELY (average)														
OCCASIONALLY														
ALMOST NEVER														
NEVER														

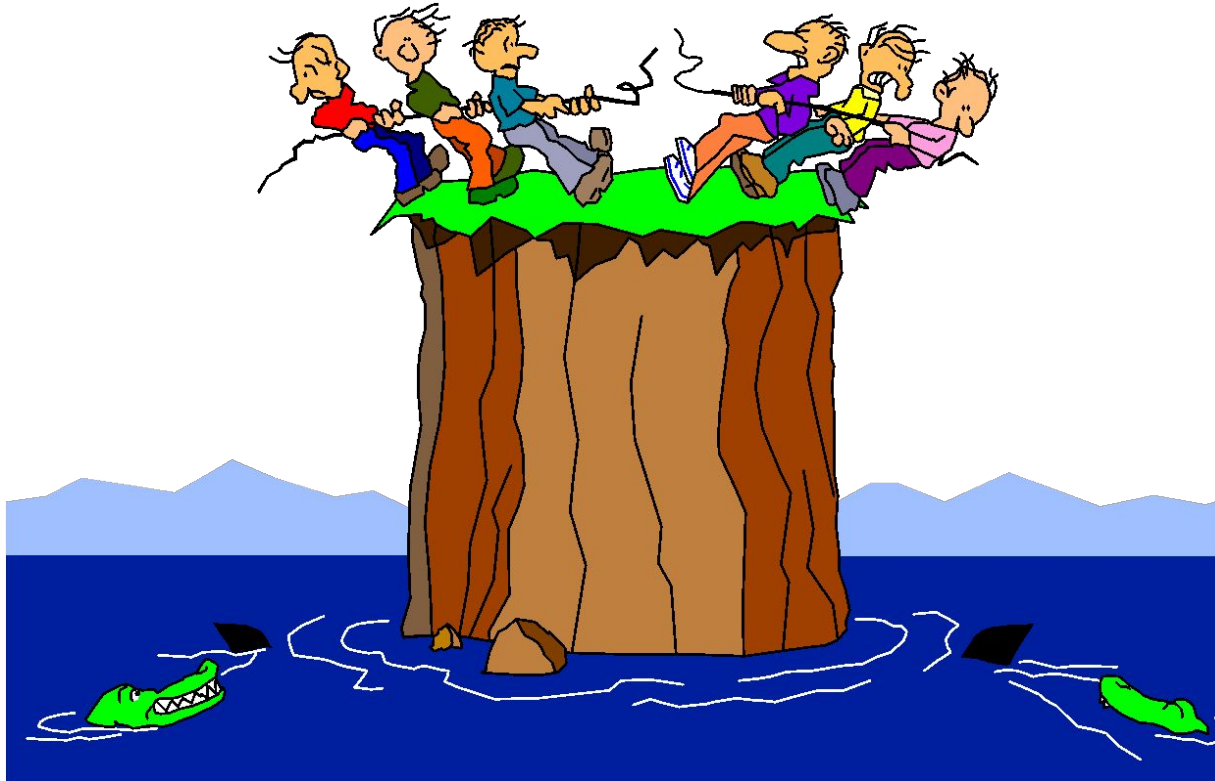
Focus is on respect, achievement, power/control, winning (being right).

Focus is on getting along, affection, acceptance, inclusion, affiliation.

Focus is on safety, avoiding risks/conflict, conserving energy, security.

FEAR & CONFLICT..

An explosive combination!



Fear is a continuum.

alert,
ready

anxious,
apprehensive

nervous,
jumpy

fearful,
scared

*Terrorized,
Panicked*



What happens to us as staff when our buttons get pushed?

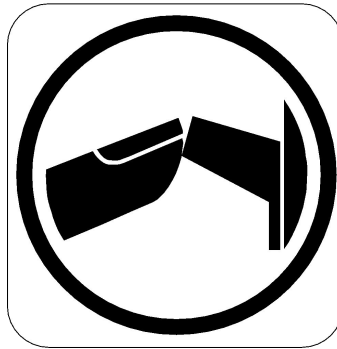


**Fear/Anxiety
Reaction**

**Emotional Knee
Jerk Reaction**

**Incident/Behavior
pushes our button**

Buttons of *ISSUE ORIENTED* people get pushed...



When:

- ⊗ The rule/situation is important to them.
- ⊗ Their authority has been challenged.
- ⊗ They feel a loss of control.
- ⊗ Their self-esteem has been attacked.

**ISSUE ORIENTED people are
fearful of...**

Dependency

Losing

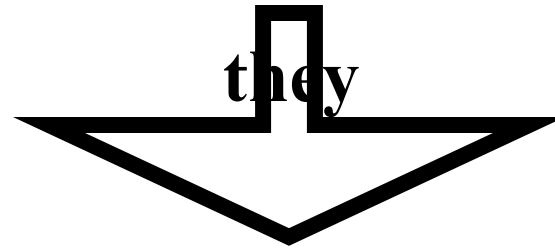
Weakness

**Loss of
Respect**

Shame

**Control
by others**

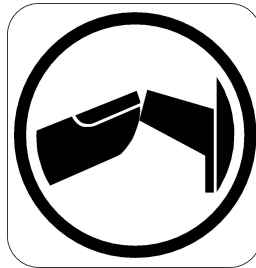
When these fears get triggered...



- ➡ **get defensive and become critical/aggressive**
- ➡ **tend to force the issue**
- ➡ **find fault and place blame on others**

Buttons of Relationship

Orientated people get pushed...

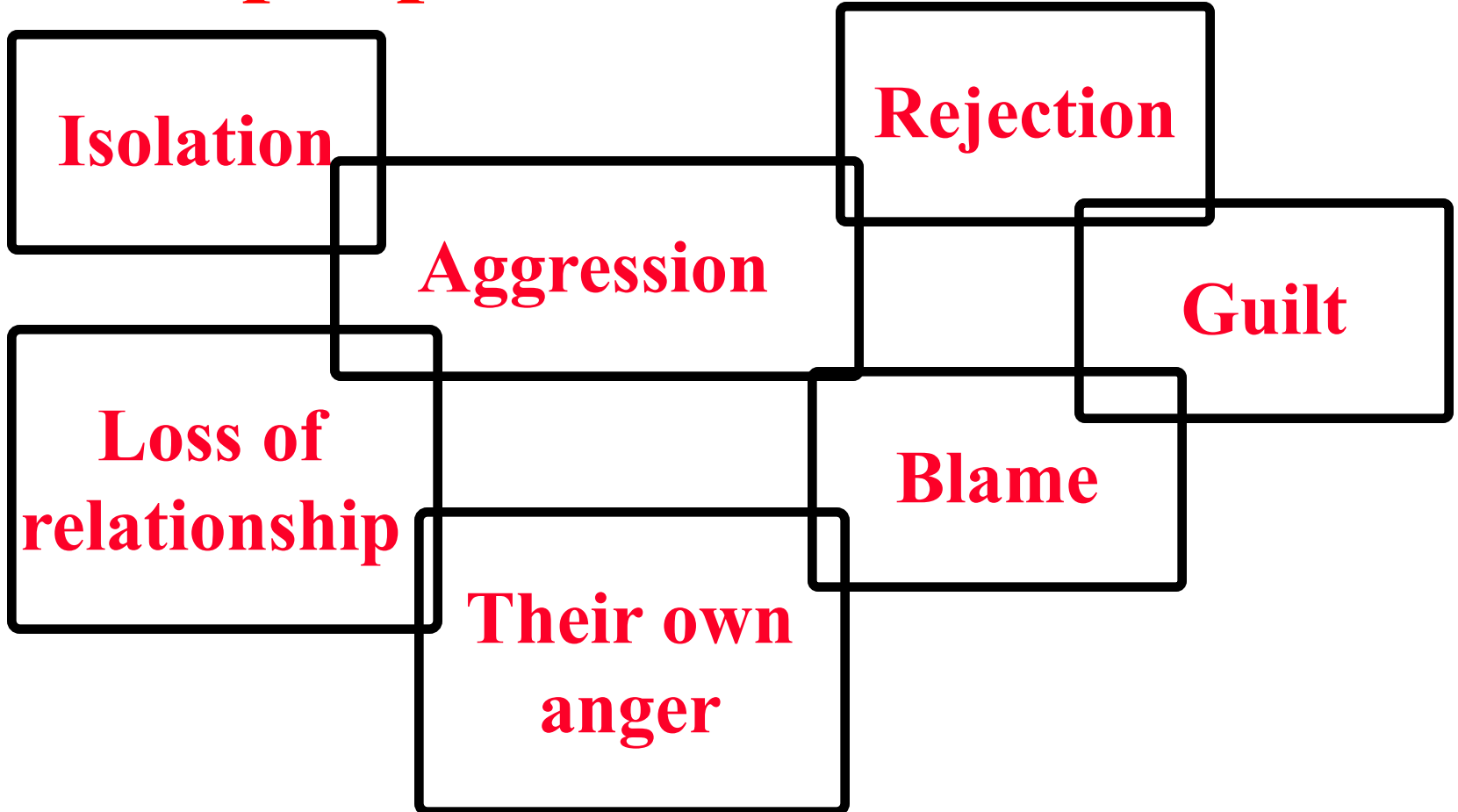


When relationships are:

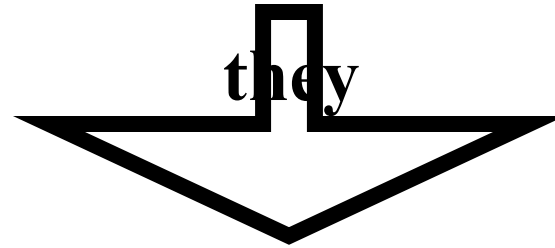
- ⊗ **Mistrustful and unpredictable**
- ⊗ **Connected to other important people in their lives**
- ⊗ **Important to some central aspect of their work life**
- ⊗ **Lasting and have developed over a long time**
- ⊗ **Ruled by strong role prescriptions**

RELATIONSHIP ORIENTED

people are fearful of...



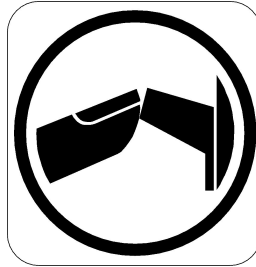
When these fears get triggered...



- ☞ **pacify and overuse flattery**
- ☞ **make the other person feel guilty**
- ☞ **pretend to agree with the upset person**
- ☞ **become non-assertive and passive**

Buttons of CONFLICT AVOIDERS get pushed...

When:



- ⊗ their safety and security is threatened
- ⊗ their ability to cope is questioned
- ⊗ they experience an overload
- ⊗ they assess the situation to be insignificant

CONFLICT AVOIDERS are fearful of...

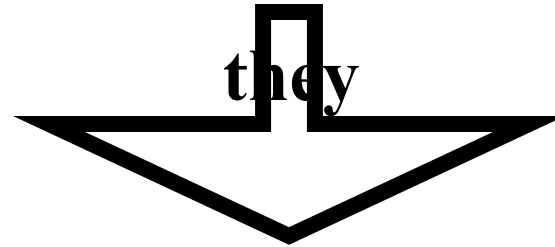
Being harmed

Failure

Humiliation

Time pressures

When these fears get triggered...



- ☞ Use deception to avoid attack
- ☞ Cloud the issue to confuse and deflect
- ☞ Give the run around to drain the others energy

A star to aim for is...

“Problem Solving”

A flexible balance



ISSUES

RELATIONSHIPS

CONFLICT AVOIDANCE

IF PROBLEM SOLVING IS SO GREAT, WHY DO WE USE IT SO LITTLE?



PRINCIPLES OF ESCAPES AND RELEASES

“L” = LEVERAGE

“S” = SPEED/SURPRISE

“D” = DIRECTIONALITY

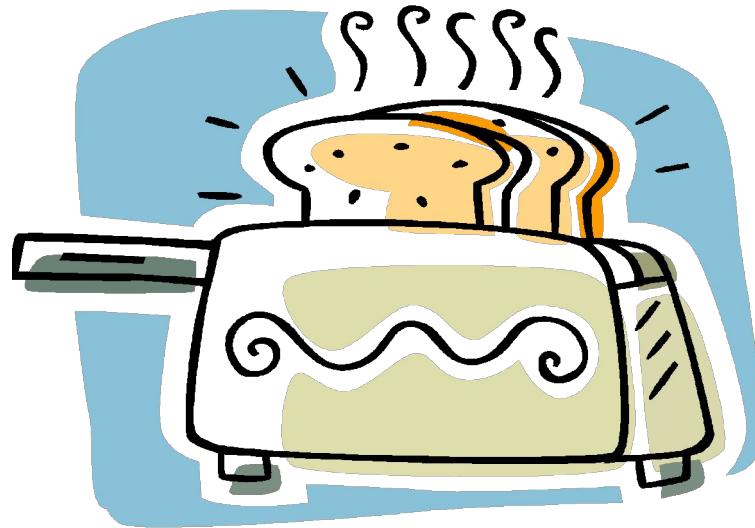
Escapes & Releases:

- Single Wrist Release
 - Double Wrist Grab
 - Two hand Grab
 - Over-hand Grab
 - Front Choke Release
 - Rear Choke Release
 - Bites & Hair Pulls
-

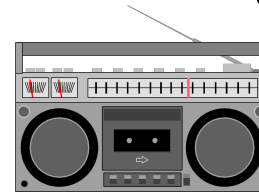
ARMED

- A-Assess the situation
 - R- Respect that you could be hurt
 - M-Move with commitment
 - E- Expand concept of weapons
 - D-Disarm only if no other choice
-

Time for LUNCH!!!



INTERRUPT

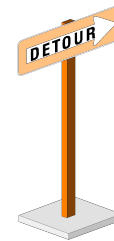


News flash...

IGNORE



REDIRECT



REWARD



Interrupt

- **Break the chain of behaviors by interrupting the chain of events**
 1. Use humor
 2. Introduce the unexpected
 3. Model the appropriate behavior
 4. Communicate the expected behavior
 5. Give reassurance
-

Ignore

- **Planned Ignoring**

1. When the inappropriate behavior is unintentional or not likely to reoccur.
 2. When the goal of the misbehavior is to gain attention.
 3. When you want a behavior to decrease
-

Redirect

- Physical activities
 - Verbal persuasion
 - Ventilation of feelings
 - Help the individual with his or her problem
-

Reward/Reinforce

- Praise
- Affection
- Tactile Rewards
- Valued activities
- Edibles

Protective Holds:

- Implied Touch
 - Physical Prompt
 - Basic Guide-along
 - Lower Figure "4"
 - Side X Side Par. Hold
 - Limited Security Hold
 - Full Security Hold
 - Reverse Cradle Transport
 - Floor Management
-

Use of Restrictive Holds:

- Only as a last resort
 - Never as a punishment
 - Never for convenience
 - Use Least Restrictive!
 - End A.S.A.P
 - Must be reviewed
-

Use of Restrictive Holds Cont...

- Monitor vital signs
 - Never do it alone
 - Avoid face-down techs (prone)
 - Must be documented
 - Debrief with others
 - Notify other parties
-

Planned Physical Intervention

- Component of Behavior Support Plan
 - Need must be assessed
 - Must be approved
 - Emphasized positive proactive steps
 - Helps individual with learning coping skills
-

Emergency Physical Intervention

- When No Behavior Support in place
 - Eminent danger to self or others
 - Other less intrusive techniques have failed or are not appropriate.
-

The 3 “R”s

RELAX



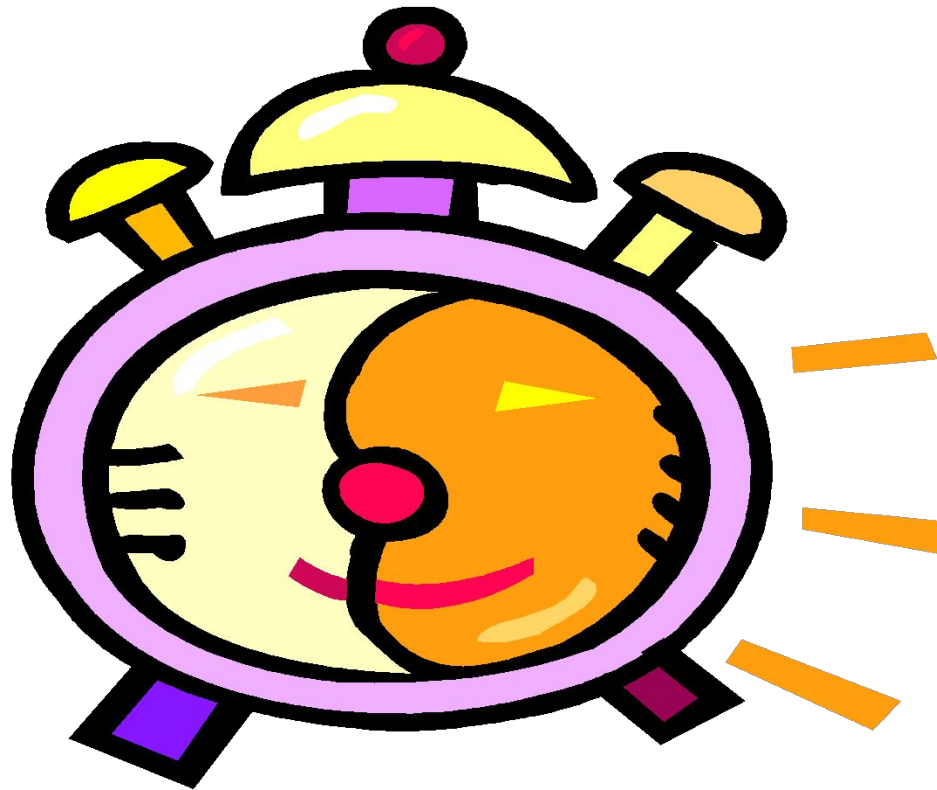
REVIEW



RECORD



Quiz Time!!!



Wrap-up

- Evaluation
 - Certificates
 - Questions and Answers
-