

# Handling Aggression, Verbal and Physical

## FOR WHO?

This course is designed for all people working in the public sector, dealing with people, in difficult and possibly violent situations.

## BY WHO?

Instructors with in the field experience, ZERKOWITZ and FUENTES are your teachers for the day. ZERKOWITZ being a licensed security advisor and experienced people manager. FUENTES a career soldier with a background in tactical medicine and an extensive knowledge of dealing with different cultures.

## WHERE?

The course is provided by the two trainers at the location of your choice. We prefer to provide the training in the natural working environment, where the training comes to its best outing, with the most result.



- Getting a better insight of the psyche of an aggressive person. Why are people aggressive and where do you play a role.
- Calming down the situation, if preventing has failed. Doing so with new verbal skills and body-language communication.
- Basic self-defense techniques that will allow you to protect yourself and those around you to sudden physical attacks or threats.
- Basic information about current day situations, including active-shooter threats and the changes in the cultural temperature in Europe.

Grown from a background in Governmental security organizations, your instructors are experts in the subject matter. Dealing with high-risk environment close protection, they have gathered experience in dealing with aggression in all levels of society and with different cultures.

The Diplomatic Security experience gathered during years of assignments on different continents allows the instructors to speak of real-life events where verbal skills and the use of body language in the right way, meant the difference between life and death.

The Belgian government has accorded Mr. ZERKOWITZ with a license for security consulting thanks to his experience, training and proven track record within the industry. Relevant recommendations from government agencies including the Judicial Federal Police and NATO prove the experience.

As a soldier Mr. FUENTES knows better than anyone how important it is to handle with the motto: "Priority to peace" or "Priorité à la paix" which he has upheld on different assignment for the Belgian government in amongst others: Libya, The Congo and Afghanistan.

Your instructors are highly experienced in the field of security and handling stress and aggression. Both with working experience in High Risk Areas, but also in the field of people management and the hospitality industry. Combining these skills allow them to provide you with the necessary knowledge and skills gathered in personal experience to become a better problem solver in the ever changing culture of today.

FUENTES Maxime  
+32(0)486/79.68.75

ZERKOWITZ Krisztian  
+32(0)473/79.11.85

## Seminar topics

### INFORMATIVE

A session full of information that will trigger your mind, make you think and come up with solutions for your working environment.

### INTERACTIVE

You will participate in the seminar. We will put you in situation where you will have to negotiate your way out of. Like in real life you will learn from your mistakes, but this time without the real life consequences.

### YOUR SESSION

We like to focus our sessions on your working environment. Our input needs to focus on your needs. Therefore we ask for your input, and deal with issues you are most afraid of, or need help with.

#### - The psychology of violence and the nature of a violent person

*To be able to prevent or if necessary to deal with aggression you need to understand what drives aggression and why a day-to-day parent or citizen will become aggressive. What drives these people and what can you do to see the signs of developing problems.*



#### - Dealing with aggressiveness, verbal and physical

*As you work in an environment where your role is to protect the ones beneath you, you need to be able to deal with aggressiveness in a very diplomatic but effective way. Making sure that you keep yourself out of danger as well as those who count on you.*



#### - Dealing with physical aggression between students

*Your students are young, developing and sometimes burdened with a difficult background. You as a mentor to their growing up needs to be able to handle a physical confrontation. We try to explain you how, within the legal boundaries and with concern to everyone's safety.*



#### - Extreme violence, active shooter and your role

*With what happened recently in the US and the increasing level of violence on our own continent it is worth discussing situation we rather don't speak about. We give you examples and methods to handle this. Preparing is never a luxury, it is a must.*



# Logistics and Pricing

## DAY SCHEDULE

**1300h** Start and introduction of the speakers, the subject matter and the specific location.

**1330h** The psychology of aggression, the reasoning and your role.

**1400h** Dealing with aggressive behavior, verbal and physical. Two types of aggressiveness, concentrated on you and/or between two others.

**1430h** Role-play and implementing what you have learned from the seminar. Try what may work, what effect it has.

**1530h** Active shooter incidents. As it happens in the US and what might happen here, Europe and your specific school.

**1600h** Self-defense and the physical aspect. Learning to defend yourself and others.

**1730h** End of Seminar, time for questions.

### - Timing

The seminar can be organized any day of the week, and should be planned at least 2 weeks on forehand.

The seminar takes 4 hours. This includes 2.5 hours of interactive speaking and scenario training and 1.5 hours of self-defense techniques based on the contents of the seminar.

### - Logistics needs

A training location where all participants can sit comfortably. A beamer and white screen for the presentation and enough room in front of the class or on the podium to perform the scenario-based training.

For the self-defense part, a gym is most ideal.

Participants should be dressed in day to day attire, and for the self-defense part comfortable gym clothing is advised.

### - Cost

The seminar, taught by the two specialist instructors, for 4 hours costs a total of: 300,- euro. This includes the seminar, the practical training, a copy of the presentation for future reference.

### - Booking

To make a booking, contact Mr. FUENTES on:  
+32(0)486/79.68.75

