

# Addressing Disruptive Behaviors

ESSENTIALS

Retail Edition

## ADDRESSING DISRUPTIVE BEHAVIORS - ESSENTIALS RETAIL EDITION CERTIFICATE PROGRAM COURSE OUTLINE

### Module One: Understanding Disruptive Behaviors

- A. Course Introduction
- B. Module One Introduction
- C. Defining Disruptive Behaviors
- D. Sources of Disruptive Behaviors
- E. Identifying the Source of Disruptive Behaviors
- F. Tracking the Path to Disruptive Behaviors
- G. Reviewing the Risks of Disruptive Behavior
- H. Conclusion
- I. Review

### Module Two: Embrace your UPI (Unique Position of Influence)

- A. Module Two Introduction
- B. Common Company Objectives
- C. Strategic Compliance
- D. Strategies for Gaining Control in Communication
- E. Your Unique Position of Influence (UPI)
- F. Conclusion
- G. Module Two Review

### Module Three: Situational Safety

- A. Module 3 Introduction
- B. Exploring Situational Safety
- C. Controlling Your Emotions
- D. Improving Situational Safety
- E. Moving from Intuition to Intention

- F. Conclusion
- G. Module Three Review

## Module Four: Developing Influence and De-escalation Skills

- A. Module Four Introduction
- B. Non-Verbal Communication
- C. Kinesics/Body Movements
- D. Proxemics
- E. Verbal Communication
- F. Team Influence
- G. Conclusion
- H. Module Four Review

## Course Review - Final Exam

Upon successful completion of the Addressing Disruptive Behaviors course you will receive your ADB Course Certificate from The Loss Prevention Foundation



For more information about The Loss Prevention Foundation, please visit

[www.losspreventionfoundation.org](http://www.losspreventionfoundation.org)

This course is designed in partnership with, and under the direction of, Strongside Principles, respected subject matter experts, specializing in assessing, influencing, and leading behavior. Strongside exists to develop people and promote safety through innovative strategies and exclusive training opportunities.

Developing people. Delivering innovation.



For more information about Strongside Principles, please visit

[www.strongside.com](http://www.strongside.com)