



ALTERNATIVES TO MANAGING
AGGRESSION
(SAMA)
STUDY GUIDE

Developed by
Larry Hampton

No part of this guide may be used or reproduced except as stipulated by
licensing agreement.

Copyright 2001 by Satori Learning Designs, Inc.
Revised 2006

Section One

Assisting Process

Personal Effects of Anger

State of Body

State of Mind

Nature of Trust

To learn whether someone can **trust** us he/she must first be willing to:

Some of the characteristics of a person worthy of that are:

Key Concepts

Underlying anger is:

or a lack of a sense of:

Our object is to help the person regain a sense of:

and to assume:

for decisions about how to use it.

Principles

- ❖ Take the Person Seriously
- ❖ Join and Follow to Lead
- ❖ Take Action to get a Beneficial Reaction
- ❖ Act Without Hesitation
- ❖ Follow Procedures Step by Step

Assisting Process

Phase One - Prepare yourself

Calm yourself

Use breathing, imagery, relaxation, awareness techniques, etc.

Become aware

Pay attention to what the person is doing and saying and how the person is doing and saying those things.

Feel respect

Remember that beyond the behavior the person has value simply because he or she exists and deserves to be respected as a human being without prejudice.

(Note: Until you can do the preceding things, it is useless to try and go through the next three phases.)

Phase Two - Join and Follow to Lead

Observe

See and hear what is going on. What is the person doing and saying? Pay attention to the possible meaning of the behavior. What might the person be feeling by doing and saying those things?

Share your observation

"I'm aware that you're (state behavior). Are you feeling (state feeling)?"

Listen to the response and acknowledge it. Allow the person to respond.
Note what the person says and *acknowledge the feeling*.

"I can see that you're (state the person's feeling response)."

If you guess incorrectly, instead of making a series of guesses, ask the person what he is feeling and then continue the process.

"What are you feeling?"

Phase Three - Identify the Source of the Feeling

Ask for information about the source of the feeling

"What are you (restate the person's feeling) about?"

(Note: If you need to narrow the responses to a specific source, ask specifying questions like WHO, WHAT, WHEN, WHERE, and HOW. Avoid asking WHY - it requires speculation rather than fact and can often be perceived as an accusation rather than as support. Also, limit closed-ended questions which usually start with DO - they usually result in YES or NO responses and limit information you will get.)

Listen for the response, paraphrase it and combine it with the feeling

" So you're (feeling) about (source)."

Ask for confirmation

"Is that right?"

Listen for the confirmation or if necessary repeat the process until the source is determined. Acknowledge the person's feeling in response to the source if appropriate.

"I can understand that you might be (feeling) about (source)."

Phase Four - Assist the Person to Develop a Plan of Action

Determine what the person wants

"What do you want?"

Listen and acknowledge the person's desire if appropriate whether or not is attainable.

"You really want (stated desire). Is that right?"

Ask how the person has tried to attain the desire, how well it has worked, and what he is willing to do to attain it.

"What have you tried?"

How well has it worked?

What are you willing to do to get what you want?"

Discuss options for action if appropriate

Remove the source of the distress

Accept the situation

Attempt to change the outcome by doing something different

(Note: Avoid giving the person ADVICE. Offer options but not advice. If the person follows your advice about action then he or she has assumed no responsibility for the decision. If the person chooses from several alternatives, then the person exercises power and accepts responsibility for the consequences of the decision.)

If appropriate, rehearse the corrective actions with the person and give feedback and coaching.

"What are you going to do?"

How are you going to do it?

When are you going to do it?

Would you let me know how it works out?"

Check with the person after the action has been taken to support the person in the outcome of the action.

SAMA – Assisting Process

Join and Follow To Lead

I can see you (behavior)?
Are you (emotion)?
I can see that you are (emotion)?

Identify the Source

What are you (emotion) about?
Who, What, When, Where? – *in order to specify the problem*
You are (emotion) because (source)?
Is that right?

Plan of Action

What do you want?
What have you tried?
How has that worked for you?

What are you willing to do?

Allow person to come up with options

Contract

How would you do it?
When would you do it? Where would you do it?
Will you let me know how that works out for you?

Section Two

Protection of Self and Others

Protection at a Distance

Distance and Neutral Posture

- Stand with your head, shoulders and hips aligned with
- One foot slightly ahead of the other and your
- Weight more on your front foot.
- Distance yourself approximately two arm lengths from the person or farther if he seems uncomfortable at that distance
- Keep your arms relaxed and close to the center line of your body

Slide Step

- Keeping your head, shoulders and hips in alignment
- Slide your back foot back and then
- Slide your front foot to follow your back foot into their original relationship.

Avoiding Strikes

- As you slide step
- Hold your hands together palm to palm and
- Raise them to about forehead height with your
- Elbows about rib cage width apart and your
- Forearms at ninety degrees to your upper arms
- Move your arms as a unit very slightly to either side or
- Bring your forearms together for protection if necessary.
- Move to a safe distance.

Note: Remember that your object is avoid contact with the person's strike. The arms are a target first and a shield only if you don't move far enough to avoid contact.

Avoiding Kicks

- As you slide step
- Bring your hands together one palm to the back of your other hand with your
- Fingers pointing in opposite directions
- Lower your hands to about groin height with your
- Elbows slightly bent.
- Bend your knees slightly and
- Turn your front thigh slightly across if possible.
- Move to a safe distance.

Note: Remember that your object is avoid contact with the person's kick. The hands are a target first and a shield only if you don't move far enough to avoid contact.

Avoiding Pushes

- As the person approaches you
 - Step off the person's line of force while
 - Raising your arm on the same side as the foot you stepped with so you
 - Slide forward past the person.
 - Turn ninety degrees to the person as you
 - Bring your other arm up
 - Turning your palms toward the person with forearms parallel and close together.
 - Move to a safe distance.
- Note: It is not necessary to make physical contact with the person. Your arms are in position to protect you if he should suddenly change direction and move toward you.

Protection from Wrist Grasps

Straight Release

- Secure the person's wrist in a hand shaking position.
- Spread the fingers of your grasped wrist.
- Turn your thumb toward the opening or the person's thumb and fingers (palm down)
- Simultaneously, push your elbow to your thumb (using a fulcrum/lever) and
- Step to a ninety degree angle to the person.
- Place your hand on the person's shoulder.
- Lean to continue his motion slightly past you.
- Move to a safe distance.

Cross Release

- Secure the person's wrist in a hand shaking position.
- Spread the fingers of your grasped wrist.
- Turn your thumb toward the opening or the person's thumb and fingers (palm up)
- Simultaneously, push your elbow upward behind your hand (using a fulcrum and lever) and
- Step to a ninety degree position to the person.
- Replace your securing hand with your free hand and
- Place your formerly securing hand on the person's shoulder.
- Lean to continue the person's movement slightly past you.

Two Hands on One Release

- Open the hand of your grasped wrist with the palm facing you.
- Bend your knees and without moving the person's hands up or down
- Drop your elbow directly under you hand (you palm will still be facing you).
- Simultaneously, place your free hand on the person's wrist,
- Turn ninety degrees,
- Plant your feet and
- Push with both hands as though passing a basketball.
- Move to a safe distance.

One Hand on Each Release

- Make a quick push with the back of your wrists into the person's palms.
- Follow the force of his reflexive push back and
- Secure one of his wrists.
- Apply the procedure for the straight-on release.
- Place your hand on the person's shoulder.
- Lean to continue the person's movement slightly past you.
- Move to a safe distance.

Protection from Life-Threatening Grasps

Bear Hug Neutralization

- Place your palms together like you did for protection from a strike.
- Push your elbows toward each other and your biceps forward.
- Lean slightly forward.
- If the person attempts to slide his hands up to your throat
- Place your hands on his wrists,
- Press them into your chest and
- Continue to lean slightly forward.

Bear Hug Release

- If someone else is being grabbed,
- Move to the side of the grasping hand.
- Use your fingers to slide his thumb against his hand so all his digits are aligned
- Hold his thumb in place with the fingers of your same side hand (e.g. right on right).
- Secure his wrist with you opposite side hand (e.g. left on right).
- Drop your body weight down and toward you to release his grasp.
- Move to a safe distance.

Front Choke Release

- Secure one of the person's wrists with both hands
- Push outward slightly to get his reaction to push back and go with his force while
- Simultaneously, stepping behind your foot with your opposite side foot and
- Turning at your waist to turn one hundred eighty degree.
- Lean to continue the person's movement slightly past you.
- Move to a safe distance.

Back Choke Release

- Reach back to hold the person's hands in place pressing them down against your trapezoids.
- Step forward or back to maintain balance.
- Simultaneously, rotate your head under the person's hands (like you did with your wrist in the release of two hands grasping one wrist) as you.
- Turn one hundred eighty degrees and
- Shift your weight onto your back foot (at this point his wrists will be crossed).
- Lean to continue the person's movement slightly past you toward your top hand.
- Move to a safe distance.

Forearm Choke Neutralization

- Place your hands on top of the person's hands.
- Lean slightly forward to get his reaction to pull back.
- Simultaneously, follow his force,
- Rotate the shoulder closest to his hands back toward him and
- Push your shoulder up underneath his hands.
- Push his hands against your chest to keep him from regaining the choke.

Second Person Choke Release

- Approach from the side facing the same way as the person.
- Put your near arm up for protection and
- Slide your other hand down to secure the person's wrist in an overhand position.
- Reach under to secure the other wrist.
- Without hesitation push the far wrist straight off the person's shoulder and
- Drop your weight to bring it across (the near hand will automatically be released).
- Lean to continue the person's movement slightly past you toward your top hand.
- Move to a safe distance.

Protection from Hair Pulls

Pull Neutralization

- Secure the person's wrists and
- Press his hands into your scalp.
- Follow his movement rather than resist it.

Finger Weave Release

- Secure the person's wrist and
- Press into the scalp.
- Beginning at the person's little finger
- Use your thumb to work each finger free and
- Contain them with your index finger
- When all four fingers are contained,
- Gingerly remove the grip from the hair.

Knuckle Release

- Secure the person's wrist and
 - Press his hands into the scalp.
 - Place the first knuckle of your index finger
 - Against the lower half of the back of the person's hand.
 - Press in and rub the knuckle back and forth gradually increasing the pressure until
 - The person releases the hair.
 - Continue holding the person's wrist as you remove the hand from the hair.
- Note: If the procedure does not almost immediately gain release , stop doing it and neutralize the hair pull.

Protection from Bites

Bite Neutralization

- Support the the person's head and
- Press the bitten part into the person's mouth to relieve some of the force.
Note: Make sure not to pull away. Pulling away is likely to tear the flesh.

Jaw Release

- Neutralize the bite.
- Place the heel of your thumb against the person's lower jaw.
- Put pressure against the person's chin until his jaw begins to open.
- Roll the bitten part down and then away.

Cheek Release

- Place the tips of your middle finger and thumb or the sides if you have long fingernails against the person's cheeks.
- Press the flesh of the person's cheeks between his teeth.
- Gradually increase the pressure until the person's mouth begins to open.
- Remove the bitten part by rolling it down and away.
Note: If the procedure does not almost immediately gain release, stop doing it and neutralize the bite.

Protection on the Ground

- Lie on your back.
- Align yourself with your feet between your head and the person's body.
- Keep your ankles crossed and close to your buttocks.
- Adjust your position to keep this alignment if the person moves.
- Put your hands up in a protective position.
- If the person grabs at you, grab toward him to get his reaction to pull away.
- If the person comes down on you, bring your elbows and knees together and
- Roll the person to one side and then
- Stand up and move to a safe distance.

Section Three

Containment

Basic Concepts

Containment means to limit a person's freedom of movement against his/her will.

Human contact should not be painful. Containment should feel comforting and not punishing.

Containment is only justifiable if the person is causing harm to

- himself or
- others.

Containment must not be used

- as punishment
- if other less restrictive options are available
- if the person's behavior is just embarrassing
- if the person's behavior is just a nuisance
- as an act on our part to exert power or control or
- for our convenience.

The two functions that must be monitored constantly are

- respiration (breathing) and
- circulation (blood flow).

Begin the Assisting Process as soon as you possibly can.

Release the person as soon as there is no longer a need for containment.

If the person is in physical distress of any kind you must release the person immediately even if it means you may have contain the person again later.

In addition to the principles of

- Take the Person Seriously
- Join and Follow to Lead
- Take Action to Get a Beneficial Reaction
- Act Without Hesitation and
- Follow Procedures Step by Step

for containment you also use

- Friction
- Gravity and
- Body Structure to
- Contain and not eliminate movement.

Containment Procedures

Hug Containment

- Approach on the body line.
 - Keep your forearms in front with palms toward the person.
 - Contact his triceps and move his arms across his chest as you
 - Make chest-to-back contact on one side with your
 - Head below his shoulder.
 - Grab your wrist and hold with a sticky grip.
 - Turn your palms toward the person (to avoid causing discomfort).
 - Point your elbows toward the ground.
 - Spread you feet and bend your knees as though riding a horse.
- Note: Be sure not to squeeze the person but hold with a sense of relaxation.

Elbow-to-Hip Containment

- Approach on the body line.
- Keep your forearms in front with palms toward the person.
- Contact his triceps and move his arms across his chest as you
- Make chest-to-back contact on one side with your
- Head below his shoulder.
- Slide your hands down to secure his wrists with a sticky grip.
- Keeping chest-to-back contact, slide your elbow to the top of his hip (head and elbow on the same side).
- Spread you feet and bend your knees as though riding a horse.

Note: There should be enough slack in the person's arms so he can move them slightly. His arms should not be tight against his torso nor should his shoulders be stretched. Use body structure and not muscular force to hold the person.

Two Person Containment/Escort

- Your partner is in the Elbow-to-Hip Containment.
 - Approach from the side your partner is NOT facing.
 - Slide your arm underneath (to avoid breaking chest-to-back contact).
 - Find you partner's wrist and move up to secure the person's wrist with a sticky grip.
 - Both of you shift your hips to the back of the person's hips and make contact with each other's hips.
 - Lean back slightly (your hips are placed where your elbows would be is using the elbow to hip containment).
- Note: Make sure to hold with a sticky grip and not to pull on the person's arms.

Follow to Ground Containment

- The person bends his knees and his weight starts downward.
- Step straight back with the foot on the side you are NOT facing.
- Go down to that knee (the person will rotate a bit without you doing anything else).
- As the person sits down on one buttock gently roll him to his side.
- Keep chest-to-back contact throughout the procedure.
- Keep your elbow at his hip if using that containment.
- Lie on your stomach with your legs in a V for stability.

Assist to Ground Containment

- Approach from the same side your partner IS facing.
 - Place you foot next to the person's and secure his ankle by putting weight on it.
 - Use you free hand to secure his near wrist (hug containment) or his far ankle (elbow to hip containment).
 - Place your inside knee behind the person's heel to keep it immobilized momentarily.
- As your partner assists the person to the person's side
- Slide in behind the person's thighs above his knees.
 - Place your palms against the person's lower knee cap.
 - Lie on your stomach with your legs in a V for stability.

Release from Ground Containment

If you are containing the person's lower body:

- Keep chest-to-body contact as you
- Shift up to your knees and
- Place your lower hand behind the person's knees then
- Move away.

If you are containing the person's upper body:

- Keep chest-to-body contact as you
- Shift up to your knees.
- Release the person's top wrist and place your hand at the person's back then
- Release his lower wrist and
- Move away.

Section Four

Object Retrieval

When a person is threatening to use an object aggressively but is not causing harm, the first thing to do is use the Assisting Process.

The reasons for immediately trying to physically retrieve an object instead of first using the Assisting Process are when the person is:

-
-
-

Object Retrieval Person Facing Forward

- With a partner, use a buffer to neutralize the effect of the object
- Slide down the person's arms to secure his wrist
- Slide the person's thumb in alignment with his fingers
- Hold his thumb in place
- Pull the object from the top or bottom and
- Slide it along the person's palm to retrieve it.

Object Retrieval Person Facing Away

- One partner will apply the Hug Containment
- Slide down the person's arm to secure the wrist of the hand with the object
- Slide the person's thumb in alignment with his fingers
- Hold his thumb in place
- Pull the object from the top or bottom and
- Slide it along the person's palm to retrieve it.