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DUTY OF CARE

Prevention Through Education

A leadership briefing · Andy Babala, CPP · Pure Expertz · Block by Block AI Safety & Security Alliance



Built with the prevention work of Dr. John D. Byrnes and the Center for Aggression Management.

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WHY NOW

Duty of care is a leadership job

- If you lead a company, a school, a village or a care team, you already carry it.
- A response plan is not a prevention plan.
- What most leaders are missing is not another policy, but a structure their people can actually run.

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HOW AGGRESSION BUILDS

It rarely comes out of nowhere

- Aggression builds in stages, whether slowly or seemingly suddenly.
- The early stages leave behavioral indicators that trained people can recognize.
- Recognized early, a tense moment can often be redirected before anyone is hurt.

The stage model is Dr. John D. Byrnes' Critical Aggression Prevention System (CAPS), taught by the Center for Aggression Management.

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THE PEOPLE WHO NOTICE FIRST

Notice • Describe • Tell • Act

Notice	Describe	Tell	Act
what changed	facts, not labels	the right person	and follow up

Front-line staff, caregivers, receptionists and managers see it first. Give them the words and the path.

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A STRUCTURE PEOPLE CAN RUN

Roles, path, follow-up, review

- **Roles:** who receives a concern, who decides, who follows up.
- **Path:** one simple way to report, day or night.
- **Follow-up:** the person who reported hears back.
- **Review:** what we learned, every month.

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WHERE AI FITS

AI does the work. People decide.

- AI drafts, organizes, reminds and summarizes.
- A person reviews and signs off on every decision.
- Privacy first: no sensitive records in public tools; clear guardrails and policies.

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YOUR TEAM CHECKLIST

Six things to put in place

1. Name who receives concerns.
2. One reporting path everyone knows.
3. Short training for the people who notice first.
4. A follow-up promise, kept.
5. A monthly 20-minute review.
6. Clear AI and privacy guardrails.

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TRAINING PATHS

Start free, then train your people

- **Free:** Thursday Duty of Care Briefing on Zoom, 2 PM CT.
- **Certification:** Dr. John's Aggression Prevention Masterclass, through the Center for Aggression Management (live online).
- **Your team:** on-site or online workshops by proposal.

pureexpertz.com/violence-prevention

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NEXT STEP

Bring one real question

Open office hours are discovery calls. Register once:
zoom.pureexpertz.ai
Or call or text Andy: **(847) 991-9985**



Education only. Not legal advice. No results are promised.