



## Why you should only rely on well-trained security professionals.

Skilled security professionals possess a wide range of competencies and good reflexes. Such academic and practical skills rely on advanced security training.

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Up-to-date training keeps them informed about new technologies and industry best practices, allowing them to better respond to situations in appropriate, responsible and lawful ways.

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Don't let poorly-trained security personnel put your business at risk

Poor training can create a direct liability and can be costly to companies if security personnel do not handle situations in the right ways. Uninformed and unprofessional reactions can result in collateral damage and personal injury.

Proper risk management is everything when it comes to training security professionals to respond appropriately and lawfully. Only well-trained security professionals know how to intervene under extreme situations, and when to contact law enforcement. But they are also equipped with a variety of techniques to maintain the peace, to keep situations from escalating and even diffusing them, allowing for peaceful resolutions. Proper training informs security professionals to refrain from overstepping their authority and putting clients in the news with inappropriate responses.

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Preparation, your first step to mitigating risk

Proper training must address the many aspects of the security industry. Professionals must be able to manage violent behaviour. In many cases, troubled or belligerent individuals do not need to be met with the use of force. Crisis management trainings provide a sequence of steps on how to intervene non-violently. These courses also cover the legal regulations pertinent to the job, so professionals can be confident of always operating inside the law.

Interactions with problematic individuals progress through a wide variety of steps, most of which depend on verbal interaction. Training focuses on how to de-escalate a situation, types of language to be used or avoid, how to engage, and how to recognize one's own cut-off limit.

A reality of the industry is the necessity of training professionals to know how to use procedures involving physical force. Employing instructors certified by national police academies and other recognized entities provides the best training in appropriate and legal responses to dangerous, violent situations.

The best security professionals can react to many dangerous situations, not just those threatening the security of people or property. Health and safety issues are equally important and pose just as much risk.

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## Cultivate vital qualities in your security professionals: character is critical

Only a few potential threats are chemicals and gas leaks, heavy machinery, and even similar things like ice hazards. Highly trained professionals can identify potential dangers and either make corrective actions or create contingency plans in the case of accident.

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There are numerous qualities you must look for in a properly trained security professional. First and foremost, they must look sharp and be alert. This is a key element of deterrence. When troublemakers see professional looking security officers, they take them more seriously and are less likely to think they can evade them. A professional appearance also speaks broadly of a person's self-respect and people skills.

Proper appearance includes a number of factors. Uniforms should be complete as well as properly cleaned and pressed. But appearance is also about attitude and body language. Security professionals should be visibly aware of their surroundings, making it clear they will detect misbehaviour.

Of course, these professionals need to be actively vigilant, not merely give the appearance of such. Security guards must keep a watchful eye on their areas of responsibility for the full duration of their work shifts. In isolated environments, boredom can set in, while in more active environments, distraction can prevail. Security professionals must stay focused to all activities within their operating perimeters and proactively look for and address additional potential dangers. In some cases that might be as simple as noticing and wiping up water on a building floor that could cause someone to slip and injure themselves.

In regards to people skills, some environments that require a physical presence can be isolated and lack regular interaction with people. Security guards assigned in these workplace need the self-assurance to be comfortable with limited human interaction. However, when they do encounter people, they must be as friendly and engaging as their counterparts in more populated places.

Those working in environments requiring a regular interaction with tenants and visitors have a tremendous impact on a company's brand by being helpful and responsive. Moreover, a positive attitude can be infectious and make a significant difference in the morale and productivity of large organizations.

Another important quality in a security guard is readiness. When something occurs, security guards need to know the right thing to do and be able to do

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and be able to do it quickly, authoritatively and capably. Natural disaster and medical emergencies are obvious examples of situations requiring fast actions, as are criminal and terrorist acts. Initial and ongoing training is critically important to keep guards prepared for any and all situations, hence avoiding additional risk caused by an inappropriate intervention.

Security professionals must earn the trust of employers and clients in order to be placed in a position where they are responsible for the security of people, assets, and businesses. Delivering quality service reinforces that trust over time, strengthening positive working relationships.


Finally, the security industry is built upon respect. At all times, security professionals must respect the trust which has been placed in them. They also know that only absolute commitment to quality service will earn them respect in return.

## Security training: an asset over a liability

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Highly capable employees are a valuable resource, and businesses which do not invest in that resource cannot hope to retain quality employees. Competitive compensation and career advancement opportunities retain employees while giving them the chance to better themselves. The result is highly trained employees dedicated to the company or client.

Proper training for security personnel is a significant problem in the industry and needs to be thoroughly addressed. Inadequate training opens your business up to a multitude of problems. Some of these problems result directly from security officers' failure to properly execute their jobs. These result can include theft, unauthorized access, injury, etc. But there are secondary dangers as well, such as litigation stemming from inappropriate behaviour.



Arming yourself with highly trained security officers requires investment. Part of that is monetary, but it also includes elements like professional opportunities and, most importantly, access to ongoing training. Only by addressing all of these aspects can you hope to employ the type of professional who will provide the most value to your company. At GardaWorld, we can help you evaluate the skills of your security employees and provide additional training through our Career Development Centre.



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