

The natural choice for security support training



Learning to handle every encounter

Conflict management training

First Security's one day course is recommended for employees likely to face angry or aggressive customers or service users. It teaches your staff to recognise and deal with hostile situations safely by showing them how to:

- See the key components present in any angry confrontation
- Identify the stages of conflict escalation
- Maintain composure in an aggressive situation
- Manage their words, phrases and body language
- Stay calm and manage aggressive behaviour

Hostile reconnaissance

Aimed at security officers and managers, our seminar introduces all of the main components of hostile surveillance, enabling attendees to learn how hostile reconnaissance is conducted, ways in which it can be detected and effective prevention.

Areas covered include:

- Possible methods of attack
- Introduction to surveillance detection
- Suspicious indicators
- Surveillance in the hostile planning cycle
- Target selection
- Case studies

For more information call
020 7837 5424 or visit
www.first-security.co.uk

Physical intervention training

This module is an SIA approved course. Through this module we teach non-harm escorting techniques. Our course is designed to help manage difficult situations without causing harm to your staff or the general public:

- Understand what physical intervention is, and the professional and legal implications of its use
- Learn techniques to reduce the risk of harming yourself or the public
- Learn non pain techniques for restraining and escorting people – including restrictive and non restrictive methods
- Understand the best practice to follow after a physical intervention

Surveillance training

This course is an anti-surveillance and counter-surveillance course. We teach the techniques and methods used in covert surveillance and how you can identify them. Our course is designed for individuals or organisations that believe they may be at risk from surveillance - as well as those who are responsible for protecting others from it.



SMARTER SECURITY. PERSONAL DELIVERY.