

SECURITY GUARDS

HOW TO PROVIDE A SAFE ENVIRONMENT WHILE ON DUTY

COMMUNICATION



PROVIDING A SAFE ENVIRONMENT STARTS WITH YOU

Speaking



Listening



Nonverbals



BEING ABLE TO COMMUNICATE
EFFECTIVELY REDUCES POTENTIAL RISKS

SPEAKING:

Always use a calm, friendly and respectful tone

Statements and directives should be short and to the point

When dealing with hostile individuals, do not argue. Acknowledge the viewpoint by making "I understand" statements and take deep breaths to remain calm

LISTENING:

Be attentive and do not interrupt

Do not make judgments about the person who is speaking or jump to conclusions

Take notes and ask questions for follow up and clarification

NONVERBALS:

Eye contact - look at the person with whom you are communicating

Posture - maintain a relaxed but good posture; do not slouch, keep hands visible and do not cross arms

Facial expression - try to convey as little emotion in your facial expressions as possible

Gestures - do not make hand gestures that can be construed as threatening; keep hands open and shoulders relaxed

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