



Electric Cooperative Security Training

2022 Portfolio

703-623-6819
P.O. Box 1430
Manassas, VA 20108

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Technical Training and Professional Development

ASSIST - ***Active Shooter & Security Incident Safety Training*** is InDev Tactical's proprietary violence prevention training series. It surpasses programs like "Run-Hide-Fight" to focus on practical violence response skills that meet the needs of today's electric cooperative. Our training focuses on enhanced learning and retention with reduced content anxiety.

How do we know co-ops? Jim Willis, a Navy veteran and CEO of InDev Tactical, started as a second-generation co-op lineman before earning an engineering degree. He worked for distribution and G&T co-ops and NRECA's International Programs as Director of Specials Projects before establishing InDev.

Jim is an international development professional and credentialed security expert who has worked in 38 countries and numerous conflict zones, including Afghanistan. Jim holds a master's degree in development and security and received physical security training from defense and multilateral agencies. Jim used this expertise and knowledge to develop ***ASSIST***.

InDev's training approach, whether international security personnel or co-op office staff, is to scale training intensity to the audience and training goals.

Jim's training philosophy is simple:

"Scaring people isn't training. You train through understanding, connecting, and repetition. Then build to the necessary level of stress and intensity, but never exceed what is necessary. The use of graphic imagery and aggressive training tactics do little more than create fear and anxiety. All you end up with is a frustrated and resentful audience."

InDev offers the following training programs specifically designed for electric cooperatives. And we can also tailor a program to meet a specific need. See the individual training pages for details.

The *ASSIST* training series

1. ***The ASSIST***® Seminar Understanding workplace - violence, prevention, and response
2. ***Active Shooter*** *Recognize and Respond*, the keys to survival
3. ***Security Preparedness*** Violence prevention, enhancing security, and counterterrorism
4. ***Situational Awareness*** Threat recognition in the field and office
5. ***Incident Control*** De-escalating aggression and hostility
6. ***Security Planning*** Special event and meeting security planning and response
7. ***Taking the Initiative*** Crisis management and response for executive staff & board members

Additional Training Programs and Exercises

8. ***Crisis+ 15 Minutes*** A practical approach to crisis resiliency
9. ***Media Savvy*** Preparing staff and executives deal effectively with the media
10. ***Employee Public Relations*** - What every employee needs to know about Public Relations
11. ***Active Shooter Exercises & Drills***

InDev Training

Helping you prepare for the unexpected

InDev can provide training that fits your needs, whether a Safety meeting, a Half-day training session, or a Full-day or Multiple-day training program.





ASSIST – our most popular training session

The following training session covers the key issues of co-op employee security. This session is based on a full training session format, but it can be modified to fit a half-day overview session.



Violence Prevention and Response Training ***ASSIST – Active Shooter & Security Incident Safety Training***

ASSIST covers the realities of workplace violence. It builds the skills needed to recognize threats, de-escalate aggression, and survive violence.

Topics:

1. Violence Prevention
2. Situational Awareness
3. De-escalation
4. Critical Incident /Active Shooter Response



Length: Training length options

- 1) Full-day interactive training
- 2) Half-day condensed session

Objectives:

- Gain skills needed for effective situational awareness
- Acquire the knowledge and skills required for effective conflict de-escalation
- Understand the dynamics of violent altercations and gain critical incident survival skills

Program Outline:

Each session includes examples, exercises, and discussions unique to each field or office group.

Optional Active Shooter Exercise:

Active-shooter exercises are practical training tools that help employees recognize and respond to the onset of violence. These low-intensity, walk-thru exercises take place periodically during the training day and introduce the sights, sounds, and smells of an active shooter situation without the anxiety or stress of an active shooter drill.

NOTE: *These exercises do not require physical contact, weapons pointed or fired at participants, or physically engaging the shooter.*

Session One. Introduction, Perspective, & Concepts: This session introduces concepts and issues facing co-ops today. We look at how societal changes, security issues, and terrorism impact the co-op.

Session Two. Violence Prevention: A discussion of workplace aggression, the classification of hostility, conflict triggers, violent personalities.

Session Three. Threat Awareness: Introduces the most important personal protection skill, situational (threat) awareness. Topics include the awareness color-code, pre-attack indicators, identifying anomalies, the awareness-vs-focus paradox, and building an awareness platform.

Session Four. De-escalation: Builds the skills to spot the onset of aggression and take verbal command to defuse the situation and establish authority. It introduces the hostility scale that allows employees to know when to engage in de-escalation and when to abandon reconciliation and withdraw.

Session Five. Critical Incident Response: Introduces the stages of a critical incident and how to use the ASSIST response technique to survive the crucial first moments of a lethal encounter. The topics include identifying deadly weapons and weapons of opportunity, effective protection techniques, and skills needed to protect yourself *before -and- after* the police arrive.

Wrap-up / Final Q&A: The program's final discussion and Q&A to address any remaining concerns.

Certification: Certificate of Completion

Approved for CLCP Continuing Ed Credits (CECs)



Individual Subject Training

The following training sessions cover one specific topic. Each session is built on a half-day training session format, but each can be modified to fit specific time requirements.

Active Shooter: Recognition and Response, the keys to survival

“ASSIST” is InDev’s proprietary active shooter response training. This presentation provides your staff with the knowledge, confidence, and skills needed to effectively deal with conflict and violence. In addition, it offers techniques for surviving an active shooter situation, looks at options to consider, and proactive methods of mitigating harm.

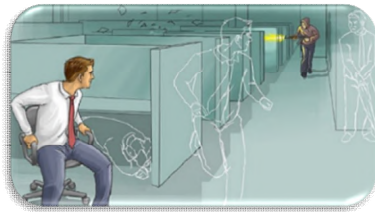
ASSIST® provides employees with the skills and confidence needed to deal with violence. It dispels myths and misconceptions about violence and presents simple techniques for surviving a crisis.

InDev can incorporate *Active Shooter* exercises into the training. These exercises add another dimension of complexity and involvement that encourages a proactive response to violence through a series of low stress-low tension exercises.



Attendees engage in confidence-building exercises that introduce reliable survival skills.

ASSIST® - Active Shooter Response



A – Action
S – Shield
S – Survey
I – Intervene
S – Survive
T – Transition

ASSIST – Active Shooter Response Training:

- Is approved for *NRECA CLCP* continuing education credits
- Meets OSHA workplace violence training recommendations¹
- Satisfies federal annual counterterrorism training requirements
- Instills confidence and reduces fear and anxiety
- Introduces skills needed for surviving the *violent first minutes*

Length: Half-day and Full-day session options.

Certification: Certificate of Completion

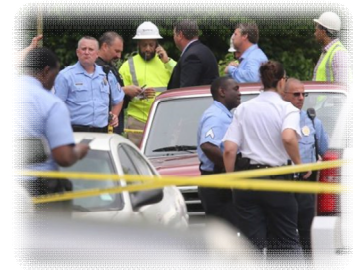
Approved for CLCP Continuing Ed Credits (CECs)

© Copyright, 2011 James M. Willis All Rights Reserved. ASSIST, *Active Shooter and Security Incident Safety Training*, and related materials.
¹ OSHA now identifies workplace violence and active shooter situations as recognizable hazards covered under General Duty Clause, Section 5(a)(1)

Security Preparedness: Violence prevention

Today, employees face increasing peril of violence from activism, extremism, and terrorism. Confrontations with angry and desperate people, violent protesters, and individuals willing to inflict harm are becoming commonplace in the office and the field.

This training provides an understanding of the causes of violence and strategies for recognizing and responding to threats. It identifies the characteristics of workplace violence, triggering events, and methods of avoiding conflict. The session also investigates terrorism and ways of reducing facility and infrastructure vulnerability.



Topics Include:

- Understating workplace violence
- Developing an effective violence prevention plan
- Signs alone won't cut it - proactive security control measures
- Security audits, the foundation of preparedness
- The role of active shooter training and drills; a two-edged-sword
- Preparing a tactical response
- Understanding extremism, terrorism, and indicators of terroristic activity
- Target hardening – reducing employee, facility, and infrastructure vulnerability
- Effective table-top security exercises

Learning Outcomes:

After training, participants will have an increased ability to recognize and address security issues in the organization and the basic skills needed for avoiding and responding to violence and terrorism. With the completion of the program, the participant will have greater confidence in their ability to identify a potential threat, quickly develop a pragmatic response, and avoid harm to themselves and others.

BENEFITS:

- Improved safety of staff
- Increased security for employees and facilities
- Reduced litigation risk

Length: Half-day training session

Certification: Certificate of Completion *Approved for CLCP Continuing Ed Credits (CECs)*

Who Should Take This Course?

Managers, staff, and anyone tasked with developing security response plans and those responsible for electric system and facility design, training, and safety.

Situational Awareness: Needed in the field and office

The potential for violence is becoming an everyday work-related reality. Employees face threats from angry customers to zealous protesters and thieves to terrorists, sociopaths, and psychopaths. Today your office and field staff face the increasing potential of being harmed by another person.

This training prepares employees to recognize potential threats and effectively respond before an incident escalates to violence or walk into an unsafe situation. In addition, the program introduces strategies for personal safety, awareness, and personal protective measures, actions, and tactics.

The training can focus on issues facing your office staff, the unique needs of outside employees, or both.



Topics Include:

1. Understanding situational awareness
2. Daily habits to improve awareness
3. Danger recognition
4. Understanding the *Cooper Awareness Scale*
5. Behavioral warning signs, body language, and micro-expressions
6. Controlling fluid situations and de-escalation
7. Breaking contact and escape

Learning Outcomes:

After training, participants will better understand situational awareness and have greater competencies in recognizing, avoiding, and escaping dangerous situations.

BENEFITS:

- Improved safety of staff
- Increased employee confidence in dealing with aggression and violence
- Reduced litigation risk

Length: Half-day training session.

Certification: Certificate of Completion *Approved for CLCP Continuing Ed Credits(CECs)*

Who Should Take This Course?

Managers, staff, and employees that regularly meet the public, especially those that meet with clients in potentially risky or remote locations

Incident Control: De-escalation training

Verbal altercations are common workplace occurrences that, if left unchecked, can escalate into physical violence. Today employees face increasingly aggressive behavior among the workforce and the public. And minor issues are often intensified by feelings of entitlement and hypersensitivity. Training helps employees effectively address aggression and reduce conflict by detecting and resolving anger.

The course instills the confidence needed to deal effectively with challenging behavior. It introduces de-escalation techniques to help understand and modify aggressive behavior and resolve conflict.



Course Focus: The training focuses on the specific needs of the participants.

F1. Interior: CSRs, HR, administrative, and other internal operations personnel

F2. Exterior: Field staff; ground crews, arborists, construction, R/W, and service personnel

F3. Fused: Covers critical aspects of the interior and exterior training for diverse audiences

F4. Supervisors: Focuses on team leader skills development (separate internal & external, or fused)

F5. Executive staff: Includes practical application and policy and procedure considerations

Training Includes:

- Recognizing aggression and warning signs
- Maintaining a professional presence
- Managing hostility and proactive communication
- Identifying perilous situations and recognizing when and how to exit
- *ASSIST* Verbal Self-Defense® - **A**ssess, **S**afeguard, **S**trategize, **I**nvestigate, **S**olve, **T**ransition

Participation activities:

The attendees participate in exercises designed to reinforce techniques and increase confidence.

Learning Outcomes:

At the end of the course, participants will have the skills to recognize and counter aggressive behavior. In addition, participants will have increased confidence in their ability to identify threats, gain situational control, and de-escalate volatile encounters.

BENEFITS:

- Improved employee safety
- Increased staff confidence in dealing with aggression and violence
- Reduced risk of litigation

Length: Typically presented as a half-day training session.

Certification: *Certificate of Completion*

Approved for NRECA Continuing Ed Credits

Security Planning: Meeting and special event protection

Recent tragedies have shown that large gatherings, meetings, and special events are vulnerable to acts of violence. Though large-scale atrocities at events remain rare, their consequences can be devastating. Extreme activism and terrorism are real concerns, and the speed at which disturbances can morph into hostility is astounding. Though you can't circumvent motives, you can make it difficult to act on them. Event attendees expect and deserve thoughtful consideration for their well-being. This training develops event security skills.



Topics Include:

- The changing dynamics of event planning, what has changed, and why
- A strategic approach to event security planning
- Outside assistance, statewide and national associations, and security consultants
- Local law enforcement is a critical security resource but not a security sole-source
- Securing dignitaries and special guests
- Dealing with widescale emergency response to an unexpected crisis
- Scenario-based training and tabletop exercises
- Staging and implementing event security
- Post Event "hot-wash," debrief, and "lessons-learned"

Learning Outcomes:

After training, participants will have competencies in planning secure meetings and special events and be better prepared to respond to unexpected emergencies and crises.

BENEFITS:

- Improved staff capabilities and competencies
- Increased security for visitors, guests, and staff
- Reduced litigation risk

Length: Typically presented as a half-day training session.

Certification: Certificate of Completion *Approved for CLCP Continuing Ed Credits (CECs)*

Who Should Attend?

Managers, staff, and employees with responsibility for meeting and event planning and implementation

Taking the Initiative - Crisis response and management

Crisis management begins the moment incident begins and continues well after the action stops; the immediate aftermath is just beginning. Therefore, it is essential to be prepared before a critical event. Preparedness allows you to respond effectively to stabilize the organization and attend to the needs of employees and members.

This training helps prepare your staff and board to deal with a crisis as it develops and explores what to do once the immediate danger has passed. The training focuses on resolving critical event issues and effectively managing the aftermath. In addition, it looks at issues relating to employees and their families and managing public relations and the media.



Topics Include:

- Active crisis management – doing what must be done
- Managing the chaos of an active incident
- The fluid state of crisis management today
- Damage control, what can and can't be controlled
- Utilizing national and statewide association resources
- The role of operations and security in crisis management
- Who says what; the role of a spokesperson
- The role of the board during a crisis
- Crisis communication – “you must manage the message.”
- Preplanning and desktop exercises are critical to surviving a crisis
- “Created crisis,” dealing with activists and subversive activity

Learning Outcomes:

After training, participants will have the skills needed to respond effectively to the aftermath of violence or other critical events. Attendees will understand how crisis communication is changing and effective message control. In addition, participants acquire skills needed to control the flow of communication and address aftermath issues regarding investigators, journalists, and the public.

BENEFITS:

- Improved crisis response and resilience
- Increased confidence in dealing with crisis
- Reduced litigation risk

Length: Half-day short course or Full-day training

Certification: Certificate of Completion *Approved for CLCP Continuing Ed Credits(CECs)*

Who Should Take This Course?

This course is recommended for key managers, staff, and employees that regularly meet the public.

Crisis + 15 Minutes

A realistic approach to aftermath management and resiliency

Security crisis management begins the moment incident begins. However, it doesn't end when the action stops. The hard work of dealing with the ensuing aftermath is just beginning. The steps you take will have lasting repercussions on the co-op, its employees, and its members. The damage from this type of event will have long-lasting and deeply emotional impacts.



This training helps your staff and board prepare to deal effectively with the longer-term impacts of a critical event and explores what to do once the immediate danger has passed. The training focuses on resolving critical issues created by the event and effectively managing the aftermath. In addition, it looks at issues involved with dealing with employees and their families and managing public relations and the media.

Topics Include:

- Active crisis management – doing what must be done
- Managing chaos – what can and cannot be controlled
- Dealing with the aftermath of a critical event
- Damage control and aftershock management
- Taking stock and assessing physical and human damage
- Developing recovery action plans – short-term and long-term
- Maintaining the long-term message
- The aftermath investigations
- Getting back up, dusting yourself off, and moving on (the world didn't stop turning)

Learning Outcomes:

After training, participants will have competencies in responding to the aftermath and long-term impacts of a critical incident. Participants will learn to assess what has happened, damage assessment, and the steps to eventual recovery.

BENEFITS:

- Improved crisis response and resilience
- Increased confidence in dealing with crisis
- Reduced litigation risk

Length: Typically presented as a half-day training session.

Certification: Certificate of Completion *Approved for CLCP Continuing Ed Credits (CECs)*

Who Should Take This Course? Managers, staff, and key employees

Media Savvy

Preparing staff and executives to speak under any circumstance

Learn skills for dealing with the media, and the counter of pseudo-journalism

Participants gain the confidence to speak effectively in interviews, press conferences, and *in-the-field*.

Topics include:

- 1) An overview of the media relations and press
- 2) Strategies for effective communication and presentations
- 3) How to prepare for a media event and crisis communication
- 4) Interview techniques
- 5) Videotaping exercises for each participant with individual “playback” coaching



The program focuses on effective communication and interaction, safeguarding the organization’s image, dealing with hostile interviewers, and crisis communication. Recorded exercises allow participants to practice presentations in front of a camera with coaching to enhance confidence and effectiveness.

Topics Include:

1. The basics of communication
 - Speaking with clarity and confidence
 - Tact, discretion, and compassion
 - Using tone and inflection to enhance communication
 - Avoiding slang, company-speak, terminology, and jargon
 - Unspoken messages in gestures and body language
2. Presenting a professional presence
 - Dress professionally without losing your individuality
 - Poise, composure, and non-verbal communication
 - Grace under pressure, remaining professional when stressed
 - Target acquisition and rendition - Staying *on topic*
3. Interview tools & techniques
 - Managing the message – laying the groundwork for a successful communication
 - “No Comment” equals *guilt*; What not to say to a reporter or during an interview
 - Advocating a position
 - Dealing with hostile media and deflecting ambush interview questions
 - Avoiding “sound-bite suicide” and recovering from blunders

BENEFITS:

- Increased staff confidence in dealing with the media
- Reduced risk of litigation or damaged public image

Length: Typically presented as a half-day training session.

Certification: *Certificate of Completion*

Approved for CLCP Continuing Ed Credits

Employee PR

What every employee needs to know about Public Relations

One often overlooked reality of communication is that every employee “speaks for the co-op.” Effective Public-Relations (PR) must be a company-wide effort. Every employee must understand that they constantly communicate a message for-and-about the organization. This training helps employees understand PR basics and their role in building and maintaining a positive organizational image. In addition, this program covers; dealing with public perception, the need for message clarity and consistency, and how every employee can support the organization’s PR team.



Topics

1. *Public relations: “Fragile- Handle with Care”*

Employees can be unaware of their impact on public relations and how people view the organization. Section #1 introduces basic PR concepts, including how easily the co-op’s image can be damaged. It introduces the need for the right message to be clear, concise, and consistent; and an understanding of the critical roles of the PR team and the organization’s spokesperson.

2. *“Like it or not, you speak for the company”*

The training introduces the fact that, to someone, “*you are the organization.*” For your members, clients, and community, what your employees say carries weight and what they do reflects on you.

3. *The Media is not what it appears*

The media was once the domain of professional journalists and photographers but now includes anyone with a cell phone. Today, people constantly video and upload every event, accident, and conflict. Section #3 focuses on the aggressive media tactics of those looking for a story.

4. *Unintended Consequences*

The session looks at how seemingly harmless acts and gestures can impact public relations and identifies techniques to help keep the organization’s image intact during daily operations.

5. *Crisis Situations, “keeping the media wolves at bay till help arrives.”*

The media appear in unlikely places, especially when contentious issues arise, at accident scenes, and during crises. Both amateur and professional media ambush employees at critical events, so crisis communication must start with them. We look at fundamental communication strategies for maintaining control in high-stress situations until an official organizational spokesperson arrives.

6. *First Amendment Audits*

Most of us have never heard of a First Amendment Audit, let alone experienced one. But the chances of facing one grow daily. They are aggravating and unsettling; and, if not handled well, can damage your reputation, lead to civil lawsuits, and create dangerous situations. Therefore, your field teams and office staff need the skills to neutralize the impact of first amendment audit encounters.

BENEFITS:

- Increased employee confidence in dealing with the media
- Reduced risk of litigation or damaged public image

Length: Typically presented as a half-day training session.

Certification: *Certificate of Completion*

Approved for CLCP Continuing Ed Credits

Board Member Security

An overview of security concepts for the Board of Directors

This training provides the board of directors and executive staff with crucial security concepts. In addition, it helps them understand their role in building and maintaining the co-op's security stance.

This session explores a myriad of board-level security issues. The session offers insights on enhancing security and setting the course for a more secure co-op.

Sessions are tailored with guidance from the CEO and executive staff. This guidance ensures the training complements the co-op's policies and strategies and reinforces the CEO's position as the ultimate head of security.

Topics can include board-level workplace violence and active shooter training and activities (including active shooter exercises)

BENEFITS:

- Increased confidence in dealing effectively with security-related issues
- An Enhanced sense of purpose and a clearer vision of the security goals and objectives
- Improved organizational alignment on security-related issues
- Reduced risk of litigation or damaged public image

Length: Typically, a two or three-hour session



Active Shooter Response Drills

We can help your team prepare for the worst-case scenario - **an Active Shooter!**



InDev conducts Active Shooter response training to help you improve your organization's state of readiness. The drills test existing active shooter response procedures, appraise workforce preparedness, and introduce survival skills and techniques.

What is the InDev difference?

We create positive employee experiences based on real-world conflict expertise. InDev drills focus on recognizing what's happening and understanding how to respond to improve your survival odds. Our goal is to build confidence and reduce fear and anxiety.

Exercises and drills

Note: We also have an **Active Shooter Response Exercise** option for our ASSIST training session. This low-key exercise introduces recognition and response skills using non-aggressive training and techniques.

InDev has three active shooter response training levels of increasing intensity and complexity. No matter the drill level, we will -

Provide the expertise and equipment needed to develop and conduct the exercise
Coordinate all activities with local law enforcement and first responders

Drills:

Level I: low-stress and intensity events that walk thru the steps needed to survive.

Level II: intermediate exercises with higher-level interaction and stress.

Level III: full-scale drills with additional resources, law enforcement, and emergency response.

Length: Varies typically, 4 hours are required to conduct a drill.

A typical Level II exercise includes:

1. Developing an *Action Plan*
 - Establish exercise goals and objectives
 - Conduct a site appraisal
 - Develop scenarios & Assign roles
2. A Pre-Drill Conference
 - A facility-wide meeting is held, typically 1 to 9 days before the drill
 - To explain the goals exercise goals & guidelines
 - Covers exercise "do's and don'ts."
 - Answer questions and address concerns
3. The Drill
 - Start - initial contact/gunfire and drill announcement
 - Execution of the scenario selected
 - End – End-of-drill announcement
4. Post-Drill
 - Hot-wash and debriefing to collect information and insights
 - Drill Summation Report - findings, recommendations, and suggested next step

