

Situational Awareness - in the Field and Corporate Office

The potential for violence is becoming common work-related occurrences. Electric power system employees face a myriad of security risks on a daily basis. From irate customers/members, to fanatical protesters and thieves, to terrorists and sociopaths seeking to do harm. Today your office and field staffs alike, face the increasing potential of being harmed by another person.

This training prepares employees to recognize potential threats and effectively respond to before an incident escalates to violence, or they walk into an unsafe situation. 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:

- Situational awareness
- Daily security habits that improve situational awareness
- Recognizing dangers and risky situations
- “On-the-Fly” threat analysis
- Behavioral warning signs
- Body language and Micro-expressions
- Proactive situational control measures
- Controlling fluid situations
- Verbal de-escalation techniques
- Breaking contact and escape
- Self-defense and survival tactics
- Emergency response options

Learning Outcomes:

After training participants will have competences in recognizing, avoiding, and escaping dangerous situations. They will have a better understanding of situational awareness, verbal and nonverbal danger signs, and their role in personal self-defense. With completion of the program, the participant will have increased confidence in their ability to identify potential threats; maintain situational control; and if necessary, defend themselves from attack.

BENEFITS:

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

Length: Half day course (approx. 4 hrs.)

Certification: Certificate of Completion

Continuing Education Credits: 5 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.