



2025 Utility Security Training

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Utility-Focused Security Training

Utility workers require strong skills in violence awareness, prevention, and response. InDev Tactical is the go-to resource for security training and consulting that addresses the unique needs of the utility sector.

At InDev, we understand utilities and security. Jim Willis, CEO of InDev Tactical¹ leveraged his extensive utility and security background to develop the *ASSIST* training series tailored to the unique needs of the utility sector. InDev's programs are designed for utilities and tailored to meet our individual clients' needs.

Our training philosophy is simple -

"Scaring people isn't training. Using graphic imagery and aggressive tactics creates anxiety and leaves you with a frustrated and resentful audience. Training comes through connection, understanding, and repetition. Then you build to the required level of intensity but never exceed it; that's how you train."

Jim Willis

Our most requested training program

Workplace Security for Utility Professionals

Our Single Subject Training Series

<i>Situational Awareness</i>	<i>An introduction to security awareness concepts, skills, and techniques</i>
<i>Threat Awareness</i>	<i>Recognizing and evaluating threats in the field and office</i>
<i>Conflict De-escalation</i>	<i>An introduction to effective de-escalation in the field and the office</i>
<i>Practical De-escalation Skills</i>	<i>Sharpening de-escalation skills and techniques</i>
<i>Security Planning</i>	<i>Practical planning and countermeasure design for enhanced security</i>
<i>Special Event Security</i>	<i>Effective meeting and special event security practices</i>
<i>Critical event management</i>	<i>Active crisis management, mitigation, and response</i>
<i>Crisis+ 15 Minutes</i>	<i>A practical approach to aftermath resiliency and recovery</i>
<i>Media Savvy</i>	<i>Media preparation for key staff and executives</i>
<i>Employee Public Relations</i>	<i>What every employee must know about public relations</i>

Active Shooter Exercises

Optional non-aggressive exercises for *ASSIST* active shooter training. These "walk-thru" exercises sharpen threat recognition and response skills without unnecessary stress, anxiety, or trauma.

Active Shooter Drills

- Level I*** - low-intensity drills that introduce the basics of active shooter situations
- Level II*** - basic drills with increased intensity and tension, but not overly aggressive or trauma-inducing
- Level III*** - complex drills with greater intensity and realism

Tactical Training

Tactical training is offered to select organizations and security teams. Program descriptions are provided on request.

¹ You can learn more about Jim's experience in the attached bio., page 17.

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Workplace Security for Utility Professionals

An introduction to security concepts, methods, and skills

This comprehensive training looks at the unique security issues facing utility workers. It introduces the skills to identify threats, de-escalate hostility, and respond to violence.

Topics

1. Violence Prevention
2. Situational Awareness
3. Threat Recognition and Response
4. Conflict De-escalation
5. Critical Incident & Active Shooter Response

Length: Half-day and full-day options



Objectives:

- Understand how worldviews and culture, and myths and misconceptions impact security
- Identify the skills needed to deal with violence and survive a critical event
- Gain confidence in their ability to recognize and respond to aggression

Training Outline

Perspective & Concepts: Focuses on introducing basic concepts and issues facing organizations today. The session reviews past and present attitudes toward the utility sector, the impact of societal worldviews, evolving security issues, and potential terrorism.

Violence Prevention: An introduction to workplace violence and methods of avoiding conflict, including workplace violence, its forms, triggers, and prevention.

Skill One - Situational Awareness: Introduces situational awareness and its importance to personal security. Topics include the Cooper awareness color-code system, pre-attack indicators, and practical awareness tactics.

Skill Two - Threat Recognition: A focus on the skills needed for worksite reconnaissance, establishing a baseline, identifying anomalies, assessing changing conditions, and identifying genuine threats.

Skill Three – Conflict De-escalation: Recognizing the elements of aggression, body language, micro-expressions, and trigger words. Topics include verbal command of situations to defuse, de-escalate, and establish authority and knowing when to abandon reconciliation and withdraw.

Skill Four – Critical Incident & Active Shooter Response: Introduces the three stages of a critical event. The training identifies the skills needed to protect yourself before - and - after the police arrive.

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

OPTIONAL - Active Shooter Exercises

These low-intensity “walk-thru” exercises help employees recognize and respond to acts of violence. The exercises take place at random intervals throughout the training session using blank-firing weapons fired in strategic locations within the building. The objective is for participants to recognize what is happening and walk to a point of safety.

No weapon is pointed or fired at participants, and there is no physical contact or engagement. The outcome is sharpened threat perception skills without undue stress or anxiety.



Single Subject Training Programs

Each of the following training programs focuses on a specific subject.
These programs are tailored to meet the specific needs of each client.

ASSIST: Active Shooter & Security Incident Safety Training®

Active Shooter & Critical Event response, the keys to survival

ASSIST® is InDev's proprietary active shooter response training. This training gives your staff the knowledge, confidence, and skills to deal with a critical event (active shooter or other lethal threat). It offers practical techniques for surviving a deadly encounter and proactive methods of countering an attack.

ASSIST was originally developed to provide critical security skills to those in insecure and dangerous environments. ASSIST provides your staff with the knowledge and skills to deal with active shooter incidents and other critical events. It offers practical methods and techniques for recognizing and responding to violence.

Training Approach –

"When it comes to active shooter response training, you have two groups of employees. In one group are those looking forward to the experience, and in the other are those dreading it. But you're responsible for training both groups. Training that focuses on one group at the expense of the other will not accomplish the task. For example, training focused on group one (willing participants) will typically use graphic imagery and aggressive tactics. But this approach can be traumatic for the second group, and scaring people isn't training them. However, a soft approach can be equally ineffective. Effective training is done through connection, empathy, repetition, and only as much intensity as necessary; that's how you train."

Jim Willis

ASSIST® equips employees with the skills and confidence necessary to handle violence. It dispels myths and misconceptions about violence while offering straightforward survival techniques.

The training can include optional **Active Shooter Exercises**.

These low-stress, low-intensity exercises improve recognition and response skills in a non-aggressive manner free of graphic imagery or gratuitous action.

ASSIST® - Critical



Event Response

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

ASSIST – Active Shooter Response Training:

- Approved for CUSP continuing education credits
- Approved for CLCP continuing education credits
- Meets OSHA workplace violence training recommendations²
- Satisfies federal annual counterterrorism training requirements

Length: Half-day and Full-day options

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© Copyright, 2022 James M. Willis All Rights Reserved. Original title – "ASSIST, Active Shooter, and Security Incident Safety Training".

2 OSHA now identifies workplace violence and active shooter situations as recognizable hazards covered under General Duty Clause, Section 5(a)(1)



ASSIST Program Outline

This training is designed to address the unique needs of utility employees. It identifies methods for recognizing dangerous and deteriorating situations while introducing skills to counter violence. The training emphasizes threat awareness and responses to critical incidents, including active shooter scenarios.

Subjects

1. Understanding workplace violence
2. Active Threat Awareness and Recognition
3. Active Shooter and Critical Incident Response

Objectives: Following this training, participants will -

- Understand how worldviews and culture, and myths and misconceptions impact security
- Gain the skills needed to deal with violence and survive a critical event
- Gain confidence in their ability to recognize and respond to aggression

Program Outline

Perspective & Concepts: This session introduces basic concepts and issues facing organizations today. It reviews shifting attitudes, evolving security issues, and the potential for acts of terrorism.

Threat Awareness: This session focuses on recognizing potential threats and signs of impending violence. It develops the recognition skills needed to identify and assess threats quickly.

Active Shooter & Critical Event Response: Introduces the three stages of a critical event. This session focuses on dynamic recognition and response to protect yourself before and *after* the police arrive.

Aftermath: A look at the steps needed to address a critical event's immediate impacts and consequences.

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

OPTIONAL - Active Shooter Exercises³

These low-intensity "walk-thru" exercises help employees develop recognition and response skills.

Goal: Sharpened participant threat perception skills without undue stress or anxiety

Format: The exercises take place randomly throughout the training session using blank-firing weapons. Typically, three exercises occur during the training, with an optional one at the end of the session.

A blank weapon is fired at various locations within the facility, and the participants are tasked with

- 1) *Recognizing the sound*
 - 2) *Determining where and what is happening*
 - 3) *Deciding the best way to escape the situation*
-
- *Low-stress exercises without graphic or gratuitous imagery or action*
 - *No weapon will be pointed at or fired at the participants*
 - *No physical contact or engagement*

Due to legal restrictions, active shooter exercises might not be feasible in some areas. The use of blank-firing weapons in exercises must receive approval from local law enforcement authorities before being included in assignments.



Situational Awareness I

Security Awareness Concepts and Skills

Utility professionals today are increasingly at risk of being harmed by others. The potential for violence has become a work-related reality, with utility employees facing threats from angry customers, zealous protesters, thieves, and individuals with harmful intentions, including sociopaths, psychopaths, and terrorists.

This training helps employees identify potential threats and respond effectively before a situation escalates into violence or before they enter an unsafe environment. Additionally, the program introduces strategies for personal safety, awareness, and various personal protective measures, actions, and tactics.

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

Topics Include:

1. Understanding situational awareness
2. Macro and micro awareness concepts
3. Environmental surveillance
4. Understanding the *Cooper Awareness Scale*
5. Daily habits to improve awareness
6. The disconnect between awareness and focus
7. Creating a platform of awareness

Learning Outcomes:

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

BENEFITS:

- Improved awareness and personal security
- Increased confidence in recognizing potential threats
- Reduced litigation risk

Program Delivery and Length: The ideal approach is onsite training, which is presented with participant exercises.

Training Options: Training can be provided through live remote sessions or Computer-Based training (CBT).

Who Should Take This Course?

Managers, staff, and employees who frequently interact with the public, particularly those meeting clients in potentially hazardous or remote settings



Situational Awareness II:

Essential threat detection and assessment skills

InDev's threat assessment training emphasizes observing environmental and behavioral cues to identify potential threats. This session instructs participants on techniques and tactics for recognizing threats and assessing the level of danger in differing situations. It covers threat markers, signs of hazardous conditions, and indicators that may precede dangerous actions.

The session focuses on developing skills to establish baseline awareness, identify anomalies, and assess changing conditions. It builds essential operational skills to recognize hostile intent hiding in plain sight or masked by everyday activities and distinguish genuine threats from mere bluster. The session can be tailored to focus on issues facing office staff, field staff, or both.

Topics Include:

1. Threat detection concepts
2. Worksite reconnaissance
3. Recognizing potential threats
4. Threat assessment techniques
5. Reading intent
6. Essential detection skills and tradecraft

Learning Outcomes:

Participants gain competencies in identifying potential threats and assessing hostile intent.

BENEFITS:

- Improved staff security
- Increased confidence in threat recognition
- Reduced litigation risk

Program Delivery and Length: The best training approach is a full-day session with exercises.

Alternative Delivery: Training can be provided through live remote sessions or Computer-Based Training (CBT).

Who Should Take This Course?

Managers, staff, and employees who frequently interact with the public, particularly those who engage with clients in potentially risky or remote settings

Conflict De-escalation I

Practical de-escalation skills for utility personnel

Utility employees are encountering a more aggressive and confrontational public. Minor issues, often magnified by a sense of entitlement, heightened sensitivity, and preconceived notions, can quickly escalate into conflicts. This training equips employees with essential skills to recognize and respond to hostility while effectively managing their own emotions.

The course enhances employees' confidence in dealing with challenging behavior. It introduces de-escalation techniques that help employees understand and address aggressive behavior, ultimately leading to conflict resolution.

Course Focus: Each session is tailored to meet your needs.

Internal (Office) staff: CSRs, HR, administrative, and other internal operations personnel

External (Field) employees: Field staff; ground crews, arborists, construction, R/W, and service personnel

Fused: A blended session that covers critical issues of both internal and external staff

Supervisors' Session: Focuses on team leader skills development

Executive staff: A conceptual view of program administration, policies and procedures, and critical issues

Training Includes:

- Recognizing aggression and warning signs of aggression
- Maintaining a professional presence
- Managing hostility and proactive communication
- Identifying perilous situations and recognizing when and how to exit
- Effective tactics and techniques

Learning Outcomes:

Introduce the skills needed 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

Program Delivery and Length: The ideal approach is onsite training presented as a half-day session with exercises.

Alternative Delivery: Training can be provided through live remote sessions or Computer-Based Training (CBT).



Conflict De-escalation II

Developing essential conflict de-escalation skills

This course expands on the concepts introduced in the Conflict De-escalation-I training session to further enhance skill development. It aims to equip participants with the necessary skills to manage hostile encounters effectively, modify aggressive behavior, and resolve conflicts. This interactive training provides a comprehensive learning platform for developing and refining de-escalation skills.

Training Includes:

1. Spotting the warning signs of agitation and aggression
2. Keys to maintaining a professional presence
3. Developing proactive communication skills
4. Managing aggression and perilous situations
5. Recognizing and responding to hostility spirals
6. Effective de-escalation tactics and techniques

Learning Outcomes:

Participants gain the skills needed to recognize and counter aggressive behavior. Participants acquire confidence in identifying threats, maintaining emotional control, and de-escalating hostility.

BENEFITS:

- Improved personnel security
- Increased confidence in dealing with aggression and violence
- Reduced risk of litigation

Program Delivery and Length: The ideal approach is onsite training presented as a half-day session with exercises.

Alternative Delivery: Training can be provided through live remote sessions or Computer-Based Training (CBT).



Infrastructure Security

Securing Substations and Other Critical Assets

This training program offers practical strategies for enhancing infrastructure security. Attacks on infrastructure assets are occurring at an alarming rate. While previous assaults primarily targeted large power systems, terrorists are now shifting their focus to utilities of all sizes and types. They often concentrate on vulnerable lower-tier assets, including electric power, gas, water, communication networks, and major bulk transmission and generation.

This program examines the current operating environment and identifies effective methods for protection and defense. It introduces practical tactics, techniques, and countermeasures to improve infrastructure security.

Topics Include:

- 1) Understanding the new utility operating environment
- 2) Practical approaches to infrastructure facility security
- 3) Security audits, the foundation of enhanced security
- 4) Conducting a threat assessment
- 5) *Signs alone won't cut it* - proactive security control measures
- 6) Protection zones and other delineation practices
- 7) The five "Ds" of perimeter protection
- 8) The use of CPTED - Crime Prevention Through Environmental Design
- 9) Effective use of lighting as a security countermeasure
- 10) Target hardening – planning for security

Learning Outcomes:

After training, participants will be able to recognize and address security vulnerabilities and have the skills needed to enhance infrastructure security. With the completion of the program, participants will have the skills to identify potential threats, utilize pragmatic countermeasures, and develop effective plans for improving security.

BENEFITS:

- Improved infrastructure security
- Increased system reliability
- Reduced litigation risk

Who Should Take This Course?

Managers and operational staff

Program Delivery and Length: The ideal approach is onsite training presented as a half-day session with exercises.

Alternative Delivery: Remote live or Computer-Based Training (CBT) versions of this training are possible.



Security Planning

Practical planning and countermeasure design for enhanced security

Utilities today face increasing risks of violence rooted in activism, extremism, and terrorism. Encounters with upset and desperate individuals, violent demonstrators, and those intent on causing harm are becoming more frequent, both in the office and out in the field.

This training provides insights into the underlying causes of violence as well as strategies for recognizing and mitigating threats. The session emphasizes the various utility assets that require protection, such as facilities, personnel, and infrastructure. It also explores the threat posed by terrorism and suggests methods for reducing asset vulnerability. The session focuses on developing, defining, and implementing practical and effective security strategies. It emphasizes using proven planning techniques such as the PACE plan approach.

Topics Include:

- Workplace violence concepts
- Developing an effective violence prevention strategy
- Signs alone won't cut it - proactive security countermeasures
- Security audits, the foundation of preparedness
- Using the PACE (*Primary, Alternate, Contingency, and Emergency*) planning platform
- Preparing a tactical response
- Understanding extremism, terrorism, and indicators of terroristic activity
- Target hardening – reducing employee, facility, and infrastructure vulnerability
- Planning and implementing practical security training
- The role of active shooter training and drills; a two-edged sword
- Effective table-top security exercises

Learning Outcomes:

After training, participants will be better equipped to address security issues within the organization, as well as the essential skills needed to plan and implement practical violence and terrorism countermeasures.

BENEFITS:

- Improved asset security
- Increased security for employees and facilities
- Reduced litigation risk

Length: 4 to 6 hours

Who Should Take This Course?

Managers, staff, and anyone assigned to develop security response plans, as well as those responsible for system operations, facility design, training, and safety.

Special Event Security

Effective meeting and special event security practices

Recent tragedies have emphasized the vulnerability of large gatherings, meetings, and special events to acts of violence. While such large-scale incidents are rare, their consequences can be devastating. The risks associated with extreme activism and terrorism are genuine concerns, and the rapid escalation of disturbances into hostility is alarming. Although we cannot control people's motives, we can implement measures that make it difficult for them to act on them. Attendees at events expect and deserve careful consideration for their safety and well-being. This training aims to develop skills essential to effective event security.

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 be skilled in planning secure meetings and special events, and they will be better prepared to handle unexpected emergencies and crises.

BENEFITS:

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

Program Delivery and Length: The ideal approach is a 4 to 6-hour session with exercises.

Alternative Delivery: Alternative remote and CBT training options are considered when necessary.

Who Should Attend?

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



Critical Event Management

Active crisis management and response

Crisis management begins the moment a critical incident occurs and continues well beyond the event's conclusion. Actions from the initial response to the immediate aftermath are merely the start of crisis management, underscoring the necessity of being prepared for a crisis. Effective preparation enables swift organizational stabilization and provides quick, practical responses for casualties, employees, and others affected by the incident.

This training equips your staff to manage a crisis as it unfolds. It will provide guidance on steps to take once the immediate danger has passed. The focus is addressing issues related to the critical event and managing outcomes.

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 the training, participants will be equipped to respond effectively to the aftermath of a violent incident or other critical events. They will develop an understanding of the evolving nature of crisis communication and how to manage messages effectively. Furthermore, participants will gain the skills required to control the flow of communication and address aftermath issues related to investigators, journalists, and the public.

BENEFITS:

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

Program Delivery and Length: The ideal approach is onsite training presented as a half-day session with exercises.

Alternative Delivery: Remote sessions and Computer-Based Training (CBT) options are considered when required.

Who Should Take This Course?

This course is recommended for key managers, executive staff, and supervisory employees.



Crisis + 15 Minutes

A practical approach to aftermath resiliency and recovery

Security crisis management starts as soon as an incident occurs. However, it does not conclude when the immediate actions cease. Addressing the immediate aftermath is just the first step. The actions you take during this time can have lasting effects on both the organization and its employees. The trauma from a critical event can lead to enduring and significant consequences.

This training prepares your staff and board to effectively handle the long-term impacts of a critical event. It focuses on actions to take once the immediate danger has passed, addressing the resolution of critical issues created by the event and the management of its aftermath. Additionally, the training covers the challenges involved in supporting employees and their families and managing public relations and media communications.

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
- Managing the long-term message
- The aftermath investigations
- Getting up, dusting yourself off, and moving on (the world didn't stop turning)

Learning Outcomes:

After training, participants will be competent in responding to a critical incident's aftermath and long-term impacts. 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

Program Delivery and Length: The ideal approach is onsite training presented as a 6-hour session with exercises.

Alternative Delivery: Training can be provided through live remote sessions or Computer-Based Training (CBT).

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

The program emphasizes effective communication, protecting the organization's image, managing difficult interviewers, and overseeing crisis communication. Recorded exercises allow participants to practice presentations in front of a camera, with coaching to enhance their confidence and effectiveness.

Participants develop confidence to communicate 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

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 nonverbal communication
 - Grace, under pressure, remaining professional under stress
 - Target acquisition and rendition - Staying *on topic*
3. Interview tools & and 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 “soundbite suicide” and recovering from blunders

BENEFITS:

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

Program Delivery and Length: The ideal is onsite training presented as a 4 to 6-hour session with exercises.

Alternative Delivery: Remote and computer-based training considered on a case-by-case basis.

Employee Public Relations

What every employee needs to know about Public Relations

An often overlooked aspect of communication is that every employee represents the company. Therefore, effective public relations must be a company-wide initiative. Every employee must understand that they are continuously conveying messages about the organization. This training helps employees recognize their role in building and maintaining a positive corporate image, emphasizes the importance of clear and consistent messaging, and demonstrates how they can support the public relations team.

Topics

1. *Public relations: "Fragile- Handle with Care"*

Employees may not fully appreciate their impact on public relations and how the public views an organization. Session One introduces key concepts, highlighting how easily a utility's image can be damaged. It underscores the significance of delivering a message that is clear, concise, and consistent. It provides insight into the vital roles of the PR team and the organization's spokesperson(s).

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

What your employees say in public carries weight, and their actions reflect on the company. This session emphasizes that each employee represents the organization to someone.

3. *Unintended Consequences*

The session explores how seemingly harmless actions and gestures can influence public relations and identifies techniques for maintaining the organization's image during daily operations.

4. *The Media is not what it appears*

The media was once the realm of professional journalists and photographers; now, it includes anyone with a cell phone. Today, anyone with a cell phone can record and upload an event, accident, or conflict. Session three focuses on the aggressive tactics of those seeking a story or soundbite.

5. *Social Justice Warriors*

Session five explores the formation of informal consortiums, like "First Amendment Auditors," and various social justice groups that seek to instigate conflict. These groups employ aggressive tactics to provoke hostile reactions from unsuspecting individuals. If not managed properly, these encounters can turn into nightmares.

6. *Crisis Situations, "keeping the media wolves at bay till help arrives."*

The media can appear in unexpected places, especially when contentious issues arise, at accident scenes, and during crises. Both amateur and professional media often approach field employees unexpectedly, making it crucial for them to know how to communicate effectively during critical events. This session examines essential strategies for maintaining control of the message in high-stress situations until the official spokesperson arrives.

BENEFITS:

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

Program Delivery and Length: The ideal is onsite training presented in 4 to 6-hour sessions with exercises.

Alternative Delivery: Remote and computer-based training options are considered case-by-case.



Senior Leadership Security Issues

Security concepts for senior-level executives

This training equips the board of directors and executive staff with essential security concepts. It fosters an understanding of their role in developing and maintaining the utility's security posture.

This session examines a wide range of board-level security issues. It provides insights on enhancing security and charting a course for a more secure utility.

The training is customized based on input from executive staff to align with the organization's vision and focus. This direction ensures that the training supports the utility's policies and strategies and reinforces the CEO's position as the ultimate leader 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 and concepts
- A better sense of purpose and a clearer vision of security concepts, 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 Exercises and Drills

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

InDev's active shooter response training enhances your organization's preparedness. These drills assess current active shooter protocols, evaluate readiness, and teach survival skills and techniques.

What is the InDev difference?

We create positive employee experiences using real-world conflict expertise. InDev's exercises and drills focus on recognizing what's happening and understanding how to respond in a manner that improves your chances of surviving an encounter. Our goal is to build skills and confidence without the fear and anxiety often associated with active shooter training events.

Exercises

InDev offers an **Active Shooter Response Exercise** option for the ASSIST training session. These low-intensity exercises enhance recognition and response skills using non-aggressive tactics or techniques.

NOTE: *Due to the emotional impact drills can have on participants, InDev only accepts active shooter assignments after detailed discussions to determine the client's state of readiness.*

Drills

InDev has three active shooter drill levels of increasing intensity and complexity.

No matter the drill level, we -

- Provide the expertise and equipment needed to conduct the drill.*
- Coordinate with local law enforcement, first responders, and neighboring facilities.*

Level I: low-stress events covering the basic steps needed to survive

Level II: intermediate exercises with higher-level interaction and complexity

Level III: full-scale, complex drills that engage law enforcement and emergency response resources

Length: Varies typically 2 to 3 hours on-site required to implement

A typical Level II exercise includes:

1. Developing an *Action Plan*
 - Establish exercise goals and objectives
 - Conduct a site appraisal
 - Develop scenarios and assign roles
2. A Pre-Drill Conference
 - A facility-wide meeting is held, typically 1 to 9 days before the drill
 - To explain the exercise goals and 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



Bio - Jim Willis *MSc, CMAS, CHS-V*

Jim Willis, The President of InDev Tactical, Jim is an electrical engineer, international development specialist, and security expert with over 40 years of experience in the utility sector. After serving in the Navy, he began his utility career as a second-generation lineman. He has held positions as a power system engineer, utility executive, and international development specialist.



Jim is a *Certified Master Antiterrorism Specialist* and a *Senior-Level Homeland Security Expert*. He specializes in conflict and post-conflict security operations and organizational and infrastructure security. Jim has worked in 43 countries for corporate, government, and multilateral clients. He spent over seven years in Afghanistan, aiding with power system restoration, overseeing security operations, and conducting training.

In the U.S., Jim collaborates with clients to improve organizational security. He utilized his security and utility expertise to develop the ASSIST training series. This program offers practical, non-intrusive training tailored to meet your needs.

Education

Master of Science (MSc) in International Development (Security emphasis)	Hope International University
Bachelor of Science (BS) in Electrical Engineering (Electric power focus)	Georgia Southern University
Associate Degrees (AA & AAT) in Pre-engineering and Electrical Power	Bainbridge College

Security Training

Jim's security skills development includes training from the –

- Dept of Homeland Security
- Defense Security Service
- UN Dept of Safety & Security
- Naval Postgraduate School

Certifications

<i>Certified Master Antiterrorism Specialist</i>	Antiterrorism Accreditation Board
<i>Homeland Security Expert Level V</i>	American Board of Certification in Homeland Security
<i>METT Expert</i>	Ekman Institute

Membership:

- Society for International Development (SID-Washington)
- The Institute of Electrical and Electronics Engineers (IEEE)
- International Executive Security Association (IESA)
- International NGO Safety and Security Association (INSSA)
- International Association for Counterterrorism and Security Professionals (IACSP)
- Overseas Security Advisory Council (OSAC)
- The Maritime Security Centre – Horn of Africa (MSCHOA)
- National Utility Training and Safety Education Association (NUTSEA)