



SECTION 9: EFFECTIVE COMMUNICATIONS

LEARNING OBJECTIVES:

This unit will help you to learn:

There are three components in this section:

- 1) Communication skills,
- 2) Communication,
- 3) Interpersonal skills

❖ COMMUNICATION SKILLS

- Adjusting a communication style to accommodate an audience or situation
- Using verbal and non-verbal feedback
- Using effective and appropriate language in oral and written communication
- Writing legibly and clearly (e.g. minimal spelling, grammar or typographical errors)
- Effectively communicating main ideas orally and in writing
- Avoiding personal bias/opinion when communicating
- Asking probing questions to obtain information
- Conveying oral information accurately
- Writing accurate reports



❖ COMMUNICATION

- Adjusting behavior/demeanor (e.g. passive vs. aggressive) based on an individual or situation
- The principles of communication (both verbal and non-verbal, including posture, tone, assertiveness, spatial distance, eye contact, facial expressions) and de-escalation techniques with progressive intervention steps.

❖ INTERPERSONAL SKILLS

- Demonstrating sensitivity/empathy to others (e.g. different cultures, persons with disabilities, human rights issues, mental health issues)
- Establishing a rapport with a variety of people for the purpose of building trusting relationships
- Diffusing, avoiding and managing difficult interpersonal relationships and/or potential conflict
- Being assertive yet professional when interacting with the public
- Proper conduct and deportment,
- How to adapt quickly to different situations and how to perform duties in a culturally appropriate manner.
- Potential problems and act in a preventative way to avoid any escalation of events.



WHAT MAKES EFFECTIVE COMMUNICATION SPECIAL?

Effective communication is the process of conveying information, ideas, or thoughts between two or more individuals in a way that the message is clearly understood. Effective communication is the foundation of success, whether in personal interactions, professional environments, or academic settings.

It involves the use of various communication skills such as active listening, clear and concise messaging, respect, empathy, and non-verbal communication. Effective communication skills are essential for building trust, developing strong relationships, and achieving common goals.

Effective communication can revolutionize the success of individuals and businesses in various ways, such as facilitating collaboration and cooperation, improving problem-solving abilities, and increasing productivity. Thus, mastering the art of effective communication is a valuable and necessary skill for anyone who wants to thrive in an increasingly interconnected world.

To reduce the possibility of miscommunication, make sure your words and actions are consistent. For effective communication, listening is equally essential. As you are there to assist them, you must be able to comprehend their needs. Let's take a closer look at the skills you'll need to interact effectively with the public and what you can do to improve them.

A security guard must be able to communicate accurately and professionally in all kinds of communication, including face-to-face, radio, telephone, and writing. Many difficulties that arise in organizations are the direct result of poor communication. Inadequate communication causes misunderstanding and can lead to the failure of a good plan.

Strong communication skills will not only lead to a successful career in security, but will also provide you a competitive advantage. This section will cover some of the fundamental ideas of communication, such as nonverbal communication, body language, emergency calls, company formal and informal communication, radio calls, and telephone use.

Security guards face a diverse array of circumstances and must always exhibit professional conduct. As a guard, you are required to communicate effectively with a variety of people through both verbal and written means. At times, you may encounter individuals who are unwilling to listen to your words, in these instances, it is crucial to



tailor your communication approach to suit the specific person and situation. It is important to remain composed and adapt your behavior accordingly.

THE GOALS OF EFFECTIVE COMMUNICATION ARE:

CREATING A SECURE ENVIRONMENT: Effective communication is one of the most important tools for creating a secure environment. It enables the security guard to convey important information, to identify potential security threats and to respond quickly to any incidents.

PROVIDING CLEAR INSTRUCTIONS: Security guards must provide clear and concise instructions, whether it be for accessing a restricted area or following specific safety protocols. Effective communication ensures that instructions are clearly conveyed, understood and followed.

BUILDING TRUST AND RAPPORT: Effective communication can help security guards to build trust and rapport with their clients, visitors, or employees. It facilitates establishing positive relationships between security personnel and others within the organization.

INCIDENT RESOLUTION: Effective communication is a crucial tool for resolving incidents. It allows security personnel to interact with individuals involved in an incident, listen to their concerns, and diffuse the situation in a non-violent manner.

IDENTIFYING POTENTIAL RISKS AND HAZARDS: Security guards must be able to identify potential risks and hazards in a given area. Effective communication is critical in sharing relevant safety and security information with other team members or authorities to ensure proactive safety measures are taken.

CRISIS MANAGEMENT: In the event of any crisis or emergency, communication can be a matter of life or death. Security guards must have a well-developed communication plan in place that ensures that everyone involved can communicate quickly and effectively.

In summary, security guards must have the ability to communicate effectively with team members, visitors, and employees. The goals of effective communication in security responsibility include creating a secure and safe environment, providing clear



instructions, building trust and rapport, resolving incidents, identifying potential hazards, and ensuring effective crisis management.

PROFESSIONAL COMMUNICATION

As a security guard, communication plays a vital role in carrying out your duties effectively. Your interactions with individuals can range from giving directives to calming down frightened victims, directing a crowd, making an arrest, or conducting an interview. Thus, it is essential to maintain a professional demeanor while communicating with various people.

Professional communication encompasses three key aspects: professionalism, communication, and skills. To effectively fulfill your responsibilities as a security guard, it is imperative to develop and refine your professional communication skills.

❖ PROFESSIONALISM IN SECURITY GUARDING

Professionalism is an important aspect of being a security guard, and it involves more than just performing one's duties effectively. A professional security guard is expected to demonstrate a certain level of ethics, respect, appearance, demeanor, diligence, competence, and attitude in their role.

ETHICS: Security guards must adhere to high ethical standards, acting in an honest and transparent manner in all situations.

RESPECT: A professional security guard must show respect towards others, and in turn, earn the respect of those they interact with.

APPEARANCE: A professional security guard should present themselves in a neat, well-groomed, and fit manner, giving a positive first impression.

DEMEANOR: Regardless of the situation, a professional security guard must maintain a calm and authoritative demeanor, demonstrating their professionalism and confidence in their role.

DILIGENCE: A professional security guard must complete assigned tasks with care and thoroughness, ensuring that all necessary follow-up is done.



COMPETENCE: A professional security guard must possess the necessary knowledge and skills to perform their job effectively.

ATTITUDE: A professional security guard should demonstrate a positive, helpful, and respectful attitude, representing their employer in a positive light.

ELEMENTS OF COMMUNICATION IN THE LINE OF DUTY

Security guards are constantly communicating, whether it's through verbal interactions or non-verbal cues. Communication is a fundamental aspect of their job and plays a crucial role in their daily tasks.

The process of communication involves four crucial elements:

- A sender,
- A message,
- The atmosphere
- A receiver.

Communication is a process where a sender transfers a message to a receiver through different means of communication, resulting in shared meaning or understanding. Here are the major elements of the communication process:

SENDER: The sender is the person or entity who initiates the communication. It is the responsibility of the sender to ensure that the message is clear, concise, and relevant to the receiver.

MESSAGE: The message refers to the information that is being conveyed from the sender to the receiver. Messages can be delivered orally, in writing or through nonverbal means. The message should be designed to reach the targeted audience and should be easily understood by the receiver.

ATMOSPHERE: The atmosphere refer to the environment in which the communication takes place. It includes the cultural, social, and physical conditions that can influence the communication. The atmosphere can affect how the message is perceived and understood.



RECEIVER: The receiver is the person or entity who is the intended audience for the message. The receiver has a responsibility to engage in active listening, and must be willing to receive and process the message that is being conveyed.

During the communication process, the sender encodes the message into a format that is easily understood by the receiver, which is then transmitted through a medium or channel. The receiver then decodes and interprets the message and provides feedback, which is sent back to the sender to confirm the message was received and understood.

In summary, the process of communication involves a sender, a message, atmosphere, and receiver. The sender must produce a clear, concise and relevant message, whereas the receiver must be able to decode the message and provide feedback that confirms whether they have understood it. The communication process can influence the message transmission and interpretation, and it is essential that all four critical elements are considered to facilitate effective communication.

BARRIERS IN COMMUNICATION

Barriers in communication are the obstacles and challenges that can hinder the process of effective communication between the sender and the receiver. Here are the major types of barriers to communication:

PHYSICAL BARRIERS: These are the barriers that occur when there is a physical distance between the sender and the receiver. For example, if the sender is in a noisy environment or a different room, it can create communication difficulties.

ATTITUDINAL BARRIERS: Attitudinal barriers occur when the sender or the receiver has a negative attitude towards the other. These barriers can be caused by stereotypes, prejudice, or prior experiences, which can create communication breakdowns.

CULTURAL BARRIERS: Cultural barriers arise when there is a difference in culture, customs, or beliefs between the sender and the receiver. It can cause misunderstandings, or the message could be taken out of context, leading to ineffective communication.

LANGUAGE BARRIERS: These barriers occur when the sender and receiver do not share a common language or the sender uses technical terminologies that the receiver does not understand.



TECHNOLOGICAL BARRIERS: With the growth of digital technology, technological barriers can be a significant constraint in communication. The lack of technology or inadequate technological resources can create problems in the communication process.

PSYCHOLOGICAL BARRIERS: Psychological barriers occur when there are cognitive Security guards must be aware of these barriers and be equipped with techniques to overcome them in order to effectively communicate with the people they encounter in their line of duty.

COMMUNICATION SKILL

Professional Communication Skills are the cornerstone of a security guard's work. They require a combination of knowledge, ability, and practice to perform effectively. The term "skill" refers to a learned aptitude or ability to competently perform a task. A security guard's job requires a wide range of skills, both physical and mental, that must be honed and practiced to maintain proficiency.

As a security guard, you may encounter situations in which physical skills are necessary to protect yourself or others.

❖ PHYSICAL SKILLS

1. SELF-DEFENSE: Security guards need to be able to protect themselves and others in case of an emergency. Basic self-defense techniques can help you to quickly neutralize an attack or restrain a person if necessary.

2. STAMINA AND ENDURANCE: Being a security guard can be physically demanding, and you need to be able to remain alert and attentive for extended periods. Building up your stamina and endurance through cardiovascular exercises will help you stay sharp and focused during long shifts.

3. PHYSICAL FITNESS: Maintaining a good level of physical fitness helps you to be better prepared to handle physically demanding tasks, and reduces the likelihood of getting injured. You should work on building muscle strength, flexibility, and coordination through exercises such as weightlifting, yoga, and martial arts.

4. MANUAL DEXTERITY: You should have good manual dexterity to be able to operate equipment effectively. Skills such as assembling and disassembling firearms, using



handcuffs and other physical restraints, and handling communication equipment can be improved by exercises like finger strength training.

5. AGILITY AND QUICK RESPONSE: Security guards need to move quickly and react to sudden threats. Agility drills and exercises that require you to react quickly, such as sprinting, jumping, and lateral movements can help you develop this skill.

❖ MENTAL SKILLS

1. SITUATIONAL AWARENESS: Being able to observe your surroundings and stay alert to potential threats is a critical skill for a security guard. You need to be able to identify potential risks and respond appropriately.

2. PROBLEM SOLVING: Security guards often encounter unexpected situations that require quick thinking and creative problem-solving skills. Being able to think on your feet is essential for handling difficult or dangerous situations.

3. COMMUNICATION: Strong communication skills are crucial for security guards, especially when dealing with the public or communicating with other staff members. You need to be able to communicate clearly and effectively to prevent misunderstandings and ensure everyone's safety.

4. EMOTIONAL INTELLIGENCE: Dealing with difficult people or situations can be challenging, and emotions can run high. Having emotional intelligence allows you to understand and manage your own emotions, as well as recognize and respond appropriately to the emotions of others.

5. CONFIDENCE: Confidence in your abilities and decisions is critical for a security guard. It helps you stay focused and proactive in your work to prevent hazards and respond effectively to emergencies.

Developing and practicing these mental skills can help you become a more effective and successful security guard.

Communication can be verbal, non-verbal, oral, or written, and involves four basic elements: a sender, a message, an atmosphere, and a receiver. It is crucial to ensure that the message is received clearly and without distortion, as there may be barriers to communication that disrupt the process.



Practice is crucial to maintain proficiency in all skills, including communication. Just like athletes need to practice to maintain their skills, security guards need to practice their communication skills regularly to keep their abilities sharp. The more a guard practices their skills, the better they become, and the more effective they will be at dealing with people in their work environment.

In conclusion, the success of a security guard's job is directly tied to their ability to communicate effectively. As a result, it is imperative for security guards to develop professional communication skills and maintain their proficiency through regular practice.

THE IMPORTANCE OF PROFESSIONAL COMMUNICATION

The role of a security guard is not just to physically protect, but also to communicate effectively with the public and other individuals in the line of duty. Effective communication is just as important as the psychomotor skills needed to defend against physical assaults. In fact, effective communication skills can actually help prevent many of the dangers that security guards face on the job, including stress-related conditions, job-related litigation, and physical confrontations.

A security guard who approaches their work with a professional attitude and who has developed effective communication skills will not only be safer on the job, but will also be more effective and will have a better chance for career growth. Good communicators are less likely to experience physical confrontations with citizens because they are able to get individuals to comply voluntarily, instead of relying on force.

They are also able to gain the trust and support of the community, reducing the likelihood of hostile interactions. Although not every suspect can be talked to, many can be, and even in cases where force is used, it is essential to finish the interaction with words.

In addition to being safer on the job, good communicators are also more effective security guards. When the message is clear and concise, there is less room for misinterpretation of the guard's intentions. Good communication skills can also help reduce the number of citizen complaints, which is often the result of guards who are perceived as rude or overbearing. Skilled communicators are also able to write clearer, more precise reports, reducing the need for rework and making court testimony easier.

Effective communication is essential in all positions, especially as one moves up the ladder to positions with greater responsibilities. Good communication skills are a key



factor in being promoted and increasing job satisfaction, and can also have a positive impact on one's personal life, boosting confidence and self-esteem, and enhancing personal relationships.

Professional communication is critical for security guards in their daily operations. It involves communicating effectively and appropriately with colleagues, supervisors, clients, and the public.

Here are some examples of why professional communication is important:

1. CLEAR COMMUNICATION LEADS TO BETTER RESPONSE TIMES:

When security guards communicate effectively, they can achieve better response times in case of a security threat. For example, if a report of a break-in is made over the phone and the details are relayed clearly and precisely to the security team, the guards can respond more effectively and with more accurate information.

2. PROFESSIONAL COMMUNICATION INSTILLS CONFIDENCE:

When security guards communicate in a professional manner, it creates a sense of confidence in the people they are protecting. This can help to establish a sense of trust and respect with clients and the public, leading to more effective security operations. For example, if a visitor sees a security guard communicating effectively and professionally with a group of people, it can help to maintain order and ensure that everyone is following security protocols.

3. EFFECTIVE COMMUNICATION CAN DE-ESCALATE CONFLICTS:

When conflicts arise, security guards who communicate professionally can help to defuse emotions and maintain order. For example, a security guard may need to deal with an angry customer who is not following the rules of the establishment. By using active listening, maintaining a calm tone of voice and presenting clear communication, the security guard can defuse the situation and maintain control of the area.

4. EFFECTIVE COMMUNICATION IMPROVES ACCURACY:

Good communication can help to ensure that important details are not missed during an investigation. For example, if a security guard receives a report of a theft and



communicates the details accurately to other guards, it can help to ensure that they can properly investigate the event and apprehend the suspect as efficiently as possible.

Overall, effective communication is an essential skill for security guards in their daily operations. It can help them to maintain order, respond to threats effectively and ensure the safety of the people and property they are protecting.

Here are a few pointers that will help you get started with professional human and public relations:

PSISA includes the nine key reforms listed below:

- Never, ever express public opposition to management policies.
- Understand who you work for.
- Learn about the history, products, and services of the company you are representing.
- Help others save face when appropriate.
- Maintain your integrity. Be a person who keeps your word.
- Be diligent to carry out your duties.
- Show genuine interest in others.
- Call people by their first names.
- Present yourself in a professional manner.

WHO IS LISTENING?

It is crucial to remember that while you may be communicating with one person, there may be others listening and observing the situation. As a security guard, you serve as a representative of your agency and your actions and words can have a wider impact.

This is why it is important to be mindful of your communication and behavior in all interactions, whether it be with those you are interacting directly with or others such as other security guards, supervisors, administrators, the public, media reporters, elected officials, commission members, or even plaintiff's attorneys.

It is possible for any communication, be it spoken or written, to be recorded, captured, and broadcast to a wider audience. This means that even an offhanded remark or a comment meant as a joke can have serious consequences. You may never know who



is observing or listening in on the situation, and it is important to assume that anything you say or do could potentially be seen by the public or reported in the media.

It is essential to maintain a professional demeanor and communicate effectively to avoid any misunderstandings or misinterpretations of your actions. As a security guard, you need to be aware that in any public setting, such as a mall, office building, or residential area, other citizens may be watching and even recording your interactions. A minor over-reaction in a high-pressure situation can be misinterpreted without the proper context.

To effectively communicate with difficult people, it is recommended to follow the methods outlined by George "Doc" Thompson and The Verbal Judo Institute Inc.

THE 8-STEP PROCESS FOR INTERACTING WITH PEOPLE

1. **Initial Greeting:** Start by saying "Hello Sir/Madam".
2. **Introduction:** Identify yourself and the department you work for, for example "My name is [Name], I am with [Department Name]".
3. **Reason for the Stop:** Explain the reason for stopping the person, for example "The reason I am speaking with you is because you are trespassing".
4. **Justification for Infraction:** Ask for the person's justification for the infraction, for example "You were advised not to return to the mall. Is there any legal justification for you to be here today?"
5. **Positive Identification:** Request for a photo identification, for example "I need photo identification before handing over the guest access card".
6. **Acknowledgment of Cooperation:** Express gratitude for the person's cooperation in the matter, for example "Thank you for your continued cooperation in this matter. This will only take a few minutes".
7. **Making a Decision:** Take the necessary steps to make a decision regarding the situation.
8. **Closing the Interaction:** End the interaction on a positive note, for example "Thank you for your time and understanding in this matter. Please have a nice day".



5-STEPS FOR HANDLING CHALLENGING INDIVIDUALS

1. **Ethical Request:** Begin by making a polite request to the individual. A simple "Excuse me, Madam" can work wonders in getting their attention.
2. **Setting Reasonable Context:** Explain why you are making the request, including any laws that have been violated or relevant circumstances. People often want to know the reasoning behind a request.
3. **Personal Appeal:** Highlight what the individual stands to gain or lose from complying with your request, whether it be reputation, money, time, or family. Use language that the individual can relate to.
4. **Practical Confirmation:** Ensure that the level of resistance you are perceiving is the intended level of resistance from the individual. Consider this as a final warning before taking further action.
5. **Action:** If the individual remains uncooperative, it may be necessary to take physical action, such as using force, to control the situation. Remember to choose the appropriate level of force based on the force continuum.

Example #1: Dealing with a trespasser in a tenant space.

Guard: "Sir, it's time for you to leave. The tenant here has the legal right to have you leave the premises."

Subject: "I'm not leaving."

Guard: "Sir, you must leave. If you refuse to do so voluntarily, I will have to arrest you for trespassing and physically remove you. It will be much easier for you if you leave on your own."

Subject: "Just try it."

The situation is likely to escalate into a physical confrontation.



Example #2: Dealing with a trespasser in a tenant space.

Guard: "Sir, let's have a conversation outside. The tenant here wants you to leave and the law gives them the right to have you leave."

Subject: "I'm not leaving."

Guard: "Sir, I understand that you are unwilling to leave. However, I want to make it clear that you are limiting your options by refusing to leave. We can go outside and discuss the situation, or you can continue to argue with the tenant, which will result in the police being called and you being arrested for disturbing the peace and trespassing. You should be aware that the law is very clear on this matter and if you continue down this path, there could be hefty fines and police involvement. But, let's try to avoid all that by simply having a conversation outside."

In some situations, words alone may not be enough to resolve a problem. To address this, security professionals use the acronym "FASTER" to identify six instances where physical force or alternative measures may be necessary.

1. The first situation is "FLIGHT." If someone tries to escape lawful custody, it is important to take immediate action rather than continuing to talk.
2. The second situation is "ASSAULT." If a subject attempts to or actually assaults you in any way, physical force is necessary.
3. The third situation is "SECURITY." If the security of yourself, someone under your protection, or your property is at risk, it is important to take action to control the situation. For example, if a person is causing damage in a store at 3 AM with a baseball bat, it is advisable to call the police and wait for their arrival rather than engaging in a physical confrontation.
4. The fourth situation is "THRESHOLD EVENT." This refers to a situation where a group of people transforms into a mob, such as during a peaceful protest where police attempting to arrest one person may incite violence from the rest of the group. On the other hand, a normally law-abiding group of citizens may become more prone to looting and theft if an individual starts smashing windows and inciting violence.



5. The fifth situation is "EXCESSIVE REPETITION." As a security guard, it is important to set limits and control on the individual you are dealing with. Giving an unlimited number of chances to comply can be seen as a sign of weakness and implies that the guard is not prepared to take physical control if necessary.
6. Finally, the sixth situation is "REVISED PRIORITIES." As a security guard, it is important to adapt to changing circumstances. For example, if you are in the process of handcuffing a subject and three of their friends intervene, it may be necessary to disengage tactically.

MAKING REQUESTS & GIVING ORDERS

As a security guard, it is often necessary to have to ask people to complete tasks that you require of them. These tasks may vary in nature, from simple, straightforward requests, such as asking someone to sign a form, to more complex situations in which a series of specific commands must be issued to get the desired response.

It's crucial to be mindful of the way in which requests or orders are made, as this can greatly impact the outcome. Demonstrating respect and consideration towards others will often result in a more positive reaction, reducing the likelihood of stress or frustration.

In general, it's considered better to ask someone to do something, rather than simply giving them orders. People usually appreciate being asked, as this makes them feel that they are on equal footing with the person making the request. If a request is not followed, orders can be escalated to enforce compliance.

Conversely, if an order is given and not followed, it can be difficult to change tack and make a request. Here are some tips to keep in mind when making requests:

1. Establish eye contact with the person you're speaking to
2. Make the request politely but firmly, using straightforward language and simple phrases. Use the word "please."



Examples:

1. "Sir, would you please get out of your car and close the door behind you?"
2. "Ma'am, will you please stay here for a minute while I check on this information?"
3. "Sir, could you please move over to the curb at this time?"

If the request is complied with, express gratitude with a "thank you." It may be useful to thank the person in advance, which will give the impression that compliance is expected and encourage them to do so.

Example:

1. "Sir, please place your hands on the steering wheel. Thank you."

The ultimate goal of making a request is to secure cooperation. A polite request that elicits compliance is ideal, as it allows the person to maintain their dignity.

There are times when giving orders, rather than asking, is necessary. For example, if a request is not followed or if the situation calls for it, an order may be given instead. The context of the situation will dictate whether a request or an order is most appropriate.

It's essential to be mindful of the way in which orders are given, as this can greatly impact the likelihood of compliance. An authoritarian, sarcastic, or disrespectful tone will make the person less likely to comply with the order, which is not the desired outcome. Here are some guidelines to follow when giving orders:

- i. Establish eye contact with the person you're speaking to
- ii. Start with "sir" or "ma'am" as a sign of respect
- iii. In a calm and firm voice, tell the person what needs to be done, using simple and direct language.
- iv. Avoid using phrases such as "You need to..." or "I need you to...", as these can be perceived as personalizing the request.



Examples:

1. "Sir, put your hands on the steering wheel where I can see them."
2. "Ma'am, move over to the side of the room."
3. "Sir, leave the property now."
4. "Sir, show me your hands right now."
5. "Sir, turn and face that wall."

If necessary, use appropriate gestures to help clarify the order, such as pointing with a whole hand (not a single finger) to indicate where you want the person to go. If the order is not followed, and the situation calls for it, use heavy control talk to enforce compliance. This involves using short, direct commands in a loud, authoritative voice, repeating as command. Additionally, the use of appropriate gestures, such as pointing with an open hand, can help to clarify your orders and make them more easily understood by the person.

PHRASING QUESTIONS

When asking questions, it's important to phrase them in a way that doesn't lead the responder to believe that there's only one correct answer. For example, "he hit him with the 2 x 4, right?" or "it was that drunk over there, wasn't it?" can be misleading and influence the responder's answer.

To ensure that you accurately understand the information being shared, it's useful to summarize the facts as you heard them. This can help prevent misunderstandings or errors from arising later on and also gives you a chance to review your mental checklist and fill in any missing information.

During an investigation, hearsay evidence can be valuable in providing leads, exploring other aspects of the investigation, or establishing a possible motive for a crime. However, it's important to note that hearsay evidence is not admissible in court.

For instance, you might ask a supervisor if they had any trouble with employees following an instance of theft or vandalism, but the information would not be considered relevant in a court of law.



When interviewing witnesses, it's essential to create a relaxed and trustworthy environment. This includes building trust in your personal character, your expertise and knowledge, and your commitment to handling the information they provide with the utmost care and seriousness. While building trust is primarily your responsibility, there are steps you can take to foster a sense of confidence and trust in the interviewee.

WRITING NOTEBOOK / REPORT IN COMMUNICATION

When conducting an interview, it is important to approach the conversation in a professional and non-intimidating manner. It is not recommended to immediately start taking notes as this may put the informant at unease. Instead, try to introduce the idea of taking notes slowly, discreetly, or by letting the informant know that you need to make a record of the information.

For example, you could say "That's interesting, I should make a note of that." Once you have started taking notes, it is important to continue doing so without drawing too much attention to the process.

It is important to keep in mind that the notes you take are your own personal record of what was said. It is not appropriate to share these notes with the informant. When taking notes, try to be discreet so as not to interrupt the flow of conversation. Avoid asking the witness to pause while you write something down, and clarify any points later.

During the conversation, it is important to be attentive to the mood and tone of the informant's voice. While it is important to show a genuine interest in what they are saying, it is also important to not overreact or appear artificial.

By showing a genuine interest in the informant's story and asking if they would be willing to sign your memo book to confirm what was said, you can establish trust and ensure the accuracy of the information you have recorded.

If the informant refuses to sign, it is important to make a note of this and gather as much information about them as they are willing to provide, such as their name and contact information.



WRITING CLEARLY AND LEGIBLY

Clear and concise writing is essential for a security guard since writing reports and documenting incidents accurately in written form is an important component of their job. Here are some tips to help security guards write clearly and tangibly:

- 1. Use simple language:** Avoid using complicated jargon and technical terms that may be difficult for others to understand. Use simple and straightforward language that anyone can follow to avoid confusion and potential misunderstandings.
- 2. Be specific and objective:** Document any incidents, including detailed descriptions of the events and the people involved, with relevant dates, names, and descriptions. Avoid generalizing and be as precise as possible when documenting.
- 3. Proof-read for spelling and punctuation errors:** Grammatical errors, spelling mistakes, punctuation mistakes, and other typographical errors can be detrimental to written documentation. Hence, proof-read your work to eliminate any such errors.

Grammar

Remembering to use proper grammar is an important part of developing literacy skills.

English is a very descriptive language, but it can also be difficult to master. Good grammar helps us ensure that we are saying exactly what we mean.

For instance, consider the reader's confusion with the following sentence:

- ❖ "He said I gave him my wallet. He wants to use the ATM, so I give him my pin number."

In this case, we don't know whether or not the victim handed over a wallet. We're not sure if the victim was told to hand over his PIN or if he actually did. Because the sentence is not grammatically correct, it is difficult to understand.

- ❖ "I want to talk to you and tell you how he's going. "I'm looking for a man."

Aside from being grammatically incorrect, the issue with this example is that we have no idea what is going on. Who is the speaker addressing? What information is being reported? Sentence structure is critical for conveying information clearly.



Spelling

Spelling is another aspect of effective security communication. Not only is correct spelling necessary to ensure that the guard writes effective and understandable notes and reports, but it is also a sign of professionalism.

Words in English are not always spelled exactly as they sound. Some commonly misspelt words are listed below.

Check to see if you recognize them and if you have ever misspelt them yourself.

- Laughter - the act of expressing amusement.
- Knife - a blade for cutting something.
- Wednesday is the week's midpoint.
- Acquire - to obtain or collect something.
- Achieve - to accomplish something

4. Avoid redundancy and repetition: Avoid repeating information unnecessarily. Also, avoid using redundant words, especially when the same information is already provided or documented elsewhere.

5. Use bullet points and lists: Use bullet points or numbered lists to convey information that might otherwise be difficult to understand in writing.

Overall, clear and tangible writing is essential for security guards when documenting cases, reporting incidents, and providing information to authorities. By using simple language, keeping documentation concise and precise, and eliminating grammatical and typographical mistakes, security personnel can ensure the accurate and effective communication of information.

ASKING PROBING QUESTIONS TO OBTAIN INFORMATION

When conducting an interview or investigation, the type of questions you ask can greatly impact the accuracy and detail of the responses you receive.

Open-ended questions, which ask the subject to describe what happened in their own words, have been found to lead to answers that are more accurate but less detailed. These types of questions usually start with words like

"Who," "What," "Where," "When," and "How."

In contrast, specific questions that require specific answers, known as leading questions, tend to provide more detail but are often less accurate. This is because subjects are more likely to make errors when they are forced to answer questions, as opposed to when they are free to provide their own information.

Additionally, the wording of the question can also influence the answer.

For example, asking "Did you see a gun?" might elicit a different response than asking "Was there a gun?" or "Did you see the gun?" Each question can suggest a different answer, even though they are trying to get at the same information.

WHO?	names of suspects, victims, complainants, witnesses, etc.
WHAT?	description of what happened, what each person involved did, what evidence is available, etc.
WHEN?	time, date, chronological account of what happened from start to finish
WHERE?	location where the incident took place, where each person involved was situated, where evidence was found, etc.
WHY?	describe the motives for what happened, if they are evident
HOW?	how the incident happened, how each person involved was acting, etc.

COMMUNICATION CONCEPTS: VERBAL, NON VERBAL AND PARA VERBAL

❖ VERBAL COMMUNICATION

Effective verbal communication can help prevent incidents, de-escalate conflicts, and establish trust with the public. Here are some examples of verbal communication that a security guard may use:

1. **Greetings and pleasantries:** Using greetings like "Good morning" or "Good afternoon" and polite phrases like "Please" and "Thank you" can help establish a positive tone from the beginning.



2. **Active listening:** Listening attentively to visitors' concerns and questions can help calm them down, understand their needs, and prevent an incident.
3. **Clear directions:** Giving clear and concise instructions can help guide people in the right direction and make them feel secure.
4. **Calm and professional tone:** Using a calm and professional tone can help defuse difficult situations and reassure people.
5. **Empathy:** Acknowledging and addressing visitors' concerns can make them feel heard, and show that the security guard cares about their well-being.
6. **Warning:** Using verbal warning can help deter unwanted behavior of an individual or the crowd.

It's important for security guards to be as concise and clear as possible to ensure effective communication. They should also tailor their communication style to suit visitors' needs and be aware of how they present themselves verbally.

❖ NONVERBAL COMMUNICATION

Through nonverbal communication, a security guard can demonstrate authority, project confidence, and establish trust with the public they serve. Here are some examples of nonverbal communication that a security guard may use:

1. **Eye contact:** Making appropriate eye contact communicates attentiveness and can help show that the security guard is alert and aware of their surroundings.
2. **Posture:** A security guard's posture can convey confidence, professionalism, and authority. Standing tall with shoulders back and chest out can communicate confidence and authority.
3. **Tone of voice:** The tone of a security guard's voice can communicate a lot. A calm and respectful tone can help to de-escalate situations, while a firm and authoritative tone can deter unwanted behavior.
4. **Facial expressions:** Facial expressions can help the security guard send clear and specific messages. For example, a friendly smile can help reassure a visitor, while a stern expression can communicate the seriousness of a situation.
5. **Gestures:** Appropriate gestures can help convey information and guide people in certain directions.



Overall, as a security guard, it's important to be aware of one's nonverbal communication and the messages they're sending. Their nonverbal cues could influence how the public perceives them and can impact a situation's outcome. Using nonverbal communication professionally and effectively can help establish trust and promote peaceful communication.

❖ PARAVERBAL COMMUNICATION

Effective use of paraverbal communication can often convey a clearer message than words alone. Here are some examples of paraverbal communication that a security guard might use:

1. **Tone:** The use of an appropriate tone can help convey the message's intended meaning, such as firmness or friendliness. Using a low-pitched and stern tone can communicate seriousness and authority.
2. **Pitch:** A slight variation in the pitch of a security guard's voice can convey a lot of information. For instance, speaking with a higher pitch can indicate nervousness or excitement, while speaking with low pitch can show confidence, and a sense of seriousness.
3. **Volume:** The appropriate volume in the security personnel's voice can help to grab the attention of people nearby or de-escalate aggressive incidents. Speaking with consistent and appropriate volume can help establish authority in a situation, while being too loud or too soft might indicate unprofessionalism.
4. **Pace:** Speaking at an appropriate pace can help indicate the urgency of a situation, especially in emergency situations when instructions need to be given quickly and accurately.

Overall, the use of paraverbal skills can help a security guard convey authority, professionalism, and credibility, which is important to gain appreciation and respect of their visitors.

RECEIVER SKILL AND ACTIVE LISTENING

Active listening is a communication skill that involves fully engaging with the person who is speaking by listening attentively, processing and interpreting what is said and responding appropriately. Active listening requires paying attention to verbal and nonverbal cues, asking clarifying questions, and giving feedback to demonstrate understanding.



It is said that 50% of daily communication is listening. It is not that hard to accept that in society there are very good listeners, and adversely, those who are very poor listeners. By looking at some listening habits, consider how you listen to people...is there room for improvement here?

Criticizing the speaker & delivery

Not focusing on what is actually being said, but how it is being said. Noticing lips, accents, stutters, word whiskers, etc.

Listening only for the facts and not the feelings

What other non-verbal messages are being given with the actual content? If a subject says that he/she is fine and not going to resist but his/her body language suggests a certain amount of resistive tension, then watch the subject closely and be cautious.

Faking attention

Appearing to listen but not in fact doing so. I.e., nodding your head, tilting your head, saying "mmm", "yes", "oh, i see", and not listening to what is really being said at all.

Tolerating or creating distractions

When interviewing someone in a noisy area, you could try to find a quiet room or a more conducive place to speak to each other.

Tuning out difficult or confusing information

Some people tend to "turn-off" when they hear technical information that may seem confusing to them. An example is that of the school child that does not understand the content of a class, and thus becomes distracted.

Letting emotional words block the message

The subject may be emotionally upset and become insulting with their choice of words. Do not 'bite the bait' and let your personal face show. Keep your professional face on and complete the task.

Biases or prejudices

Not restricted to race, color etc., don't allow yourself to be close minded about anything you see in the person with whom you are speaking, you may be sending a negative signal.



Not facing the (upset) person

Show a genuine interest when listening, but be aware of cultural influences. For example, staring at someone in most cultures denotes some sort of challenge or disrespect.

Not checking that you have understood

Confirm that you have understood the message. Paraphrase, repeat, compliment, or contend if necessary. At least, this shows that you have been listening and have enough interest in the topic, or speaker to speak further.

Interrupting the person or completing their sentence

This irritating habit will only induce further anger in an already upset person. Take a moment and let them finish.

As a security guard, active listening is a crucial skill that can help to de-escalate potentially dangerous situations and ensure the safety of clients and the public.

SCENARIO:

In this scenario, active listening may involve the following steps:

1. **Paying attention:** The security guard should approach the group and give them their full attention, focusing on their body language, tone of voice, and facial expressions.
2. **Clarifying:** The security guard should ask clarifying questions to ensure that they understand the situation. For example, "Can you tell me what's happening here?"
3. **Reflecting:** The security guard should reflect back what they have heard to demonstrate that they understand the situation. For example, "So, you're upset because your order was wrong?"

For example, consider a security guard who is patrolling a shopping mall and sees a group of people arguing in the food court. The security guard may approach the group and actively listen to their concerns in order to determine the best course of action.



4. Offering solutions: Based on what they have learned, the security guard can offer suggestions or solutions to the situation. For example, "I can help you speak to the manager and get your order fixed."

By actively listening to the concerns of the group, the security guard can address the situation effectively and prevent it from escalating into a more serious conflict. The ability to actively listen is an important skill for security guards to possess in order to promote safety and security while on duty.

PROXEMICS

Proxemics is a term introduced by Dr. Edward T. Hall, an anthropology professor at Northwestern University, to describe his theories and observations about human personal space, their zones of territory, and how they are utilized. People have unique territorial needs that can vary based on cultural, gender, familiarity, and emotional factors.

Dr. Hall broke down these territorial needs, attempting to standardize the science of 'Proxemics' into 4 distinct zones, which are then split up further into near and far sub-zones. These are:

❖ INTIMATE ZONE: CONTACT TO 18 INCHES

For being intimate and close. Reserved for handshakes, hugs or displaying close affection. Also used by children to parents or each other or very close friendships and relationships.

- At this distance, one is very aware of their partner.
- Most natural zone for man and woman on intimate terms.
- Most natural zone for loved one (children/spouses/pets)

About a foot or slightly more away is still close enough to hold hands but not "hugging." Usually certain rules of rigidity are observed in this distance between strangers. If an elevator or train brings people closely together, a tense and fixed posture is adapted.

People deliberately draw away if touched and in particular if the loins meet. They are pulled away as in hugging those we are intimate with. Talking reduced at this distance and prolonged eye contact and staring is avoided.



EXAMPLE,

An example of how a security guard might use this concept could be a situation where a security guard is monitoring a crowded event, such as a concert or festival. As people are moving through the crowd, the security guard might notice a person who is standing closer than 18 inches to another person, even if they don't know each other. If the security guard understands the concept of the intimate zone as explained by Dr. Hall, they might be aware that some people might feel uncomfortable or threatened if someone stands too close to them.

In this case, the security guard might approach the person standing too close and politely ask them to step back a bit. The security guard might explain that standing too close to someone can make them uncomfortable, and it's important to give people their personal space. By being aware of the concept of the intimate zone, the security guard can prevent misunderstandings and potential conflicts, and also create a safer and more comfortable environment for the people in the crowd.

❖ PERSONAL ZONE: 18 INCHES TO 4 FEET

At this distance you can still hold or take your partners hand. Offence may be taken if a husband and wife are conversing at this range and another person not well known by the couple moves in to talk. Close friends speak in confidence and whisper at this distance.

You cannot touch your partner near the 4 foot distance, so it lends a certain privacy to any encounter. Two friends meeting in the street, will converse from this comfortable and usual distance. To move in too close with an acquaintance may be considered 'pushy'.

EXAMPLE,

An example of how a security guard might use this concept could be a situation where a security guard is patrolling a crowded area, such as a train station. If the security guard notices a person following someone too closely or getting too close to someone's belongings or personal space, the security guard might recognize that the person is encroaching on another person's personal zone.

In such a situation, the security guard might approach the individual and ask them to step back and respect the other person's personal space. The security guard might explain that it is inappropriate and potentially threatening to get too close to someone's



personal belongings or space without their permission, and that it is important to maintain a respectful distance.

By being aware of the concept of the personal zone and how it relates to social norms, the security guard can better understand what might be causing tension or discomfort in a situation, and can take appropriate action to prevent further issues. This proactive approach to managing personal space can help to create a safer and more comfortable environment for everyone in the area.

❖ SOCIAL ZONE: 4 TO 12 FEET

Usually the initial law enforcement “reactionary gap” zone of 4 to 7 feet. This is generally the distance at which we conduct personal business from. In business, it is the distance we stand when we meet the new client or office manager. This can also be a zone at which executives and their subordinates are seen in their respective roles. The “Boss” is noted without even speaking as is the worker.

More formal, social or business relationships are conducted from this zone near the 12 foot mark. It is more acceptable in the western world to have a discussion and hold the stare more than before, at the persons eyes. In an office or work environment, it is neither rude nor expected to have a conversation with another party at this distance. If conversation occurs, it is comfortable but it is not considered rude if both parties wished to work and not speak.

EXAMPLE

An example of how a security guard might use this concept could be a situation where a security guard is monitoring an event, such as a conference or trade show. As people are moving around the venue, the security guard might notice a person who appears to be wandering into areas that are off-limits or restricted.

In this case, the security guard might approach the person and ask them to stay within the designated areas or to show their badge or pass if necessary. By being aware of the social zone and the concept of social norms, the security guard can be sensitive to the formal nature of the event and communicate effectively with the person, while also ensuring that they abide by the rules and stay within the given boundaries.

By using the theory of proxemics in situations like these, the security guard can prevent misunderstandings and potential conflicts, while also creating a safe and comfortable



environment for all attendees. Being aware of the social zone and understanding its role in social interaction can help the security guard communicate more effectively with people from different backgrounds, and promote a sense of safety and security for all involved.

❖ PUBLIC DISTANCE ZONE: 12 TO 25 FEET OR MORE

This distance is reserved for informal group gatherings such as a teacher's address to his/her class, or a boss speaking to a conference of workers. This is a good distance for a Law Enforcement Officer to try to move a passive crowd gathered by waving his/her arms as if to say; "Move back, please." Closer than that, only a few of the group would see it and much farther than that and the movement would start to lose its effect.

Large and formal groups require greater distances such as a sports arena or outdoor concert event. No longer used for personal contact or rapport. This is a safety distance for potential threats.

EXAMPLE

An example of how a security guard might use this concept could be a situation where a security guard is managing a crowd at an outdoor public event or performance, such as a concert or festival. In such a situation, the security guard might notice that a large number of people are getting too close to the stage or performer, despite the marked boundaries or precautions that may have been established.

In this case, the security guard might use a public address system and announce to the crowd that they must move back and respect the public zone of the performer. By being aware of the public zone concept and its use in such public performances, the security guard can take proactive action to help maintain public safety and security.

The security guard might also use barriers or other visual cues to indicate the public zone and protect the performer, while also making sure that everyone in the crowd can enjoy the event. By using the theory of proxemics in situations like these, the security guard can prevent misunderstandings and potential conflicts while also promoting a safe and enjoyable atmosphere.

RAPPORT

Rapport is a fundamental aspect of building positive relationships with others, and it involves creating a respectful and understanding atmosphere that fosters mutual trust and cooperation. Rapport building skills require emotional intelligence, active listening, empathy, understanding of social norms, and cultural awareness.



In the context of a security guard, rapport building can be challenging, as they need to develop trust quickly with people they may not know well. However, it's necessary to establish rapport with people to be able to work efficiently and safely.

One of the most important ways that security guards can build rapport is through effective communication. Active listening is a critical part of this communication process, which involves paying attention to what people are saying and responding in a way that indicates that you understand their concerns. By listening carefully and responding appropriately, security guards can build rapport and create trust with the people they interact with.

Another important way to build rapport is through body language. Security guards should maintain an alert, confident, and friendly appearance. They should avoid crossing their arms, slouching or appearing tense. Smiling is a simple way to build rapport with people as it conveys warmth and friendliness.

Consistent behavior is also key to building rapport. If security guards are consistent in their approach to different situations and interactions, it can help to build trust and create a dependable environment. Furthermore, the way a security guard speaks and their tone are essential factors in building rapport. A security guard should speak clearly, maintain a professional tone, and remain calm even in stressful situations.

Cultural awareness is also an important factor in building rapport. Security guards working in a diverse environment need to be sensitive to cultural differences and adapt their communication style to fit the needs of the people they work with. In some cultures, maintaining direct eye contact may be considered disrespectful or confrontational, and as such, they may adopt indirect eye contact.

In conclusion, building rapport is an essential skill for security guards in creating a safe and secure environment. By engaging in active listening, being consistent, maintaining a professional demeanor, and having cultural awareness, security guards can build trust, create positive relations, prevent conflicts, and foster a safe environment.

THE FOUR GREAT PERSUADERS

If you are struggling to make progress in your communication with someone, it may be useful to employ "The Four Key Factors for Persuasion". They are:



1. **Time:** If you are arrested, you may be detained for several hours until the police arrive, which can be a significant inconvenience.
2. **Money:** Being arrested can result in a fine of up to \$2000.00. It is important to consider whether it is worth incurring this cost.
3. **Reputation:** Consider the impact on your reputation if you have to take time off work to fight a trespassing charge.
4. **Family:** If you have a family, you may want to avoid the possibility of arrest for their sake.

It is crucial to continue communicating with the subject even in challenging circumstances. This helps the subject understand what to do in high-stress situations and can also be beneficial in a court of law or in the eyes of the public or media. Verbal communication is therefore important in all situations.

❖ MULTICULTURAL AWARENESS & INTERACTION

When communicating with people from different cultures, there is a higher potential for misunderstandings to occur, compared to communicating with people from one's own culture. Understanding the different factors that come into play when interacting with people from different backgrounds is crucial in overcoming these challenges.

❖ LANGUAGE BARRIERS

The use of different languages is the most obvious factor that can cause difficulties in communication. If the person you are speaking with doesn't speak your language, non-verbal communication such as body language and kinesics will become even more important. Additionally, there are other factors such as accents, expressions, slang, and dialects to consider.

❖ CULTURAL DIFFERENCES

The culture of the person you are communicating with can greatly impact the way they communicate. For example, Western societies typically value personal space and larger distances between individuals, while people from Arab or Eastern European cultures may prefer to get physically close or touch more.



❖ DISTINCTIVENESS

When communicating with someone from a different culture, there may be a lack of common ground and therefore, the building of rapport becomes even more important.

❖ PREJUDICE

We all have our own prejudices, but when these prejudices result in harmful discrimination based on race, religion, color, sexual orientation, marital status, etc., it can have a negative impact on communication. This is a two-way street, as the person you are communicating with may also have their own prejudices that can influence their interactions.

AVOIDING BIAS

Bias typically involves a leaning or predisposition on an issue that may inhibit being neutral when communicating with others. When bias exists in attitudes, it is often reflected in the language and the way in which individuals interact with each other. Language can have a significant impact on the quality of our interactions.

Many times, we do not intend to exclude or offend others by the words we choose. We may simply lack information about, and sensitivity to, certain words or phrases. Being aware and mindful of our language, both written and oral can help create a supportive and inclusive climate.

The key to effective bias free communication is treating all people with respect and consideration regardless of characteristics such as:

- Age
- Gender
- Gender identity
- Race
- Color
- Religion
- National origin
- Height



- Weight
- Familial status
- Marital status
- Sexual orientation
- Disability, or political preference

PERFORMING DUTIES IN CULTURAL ENVIRONMENT

Societies are distinguished by their cultural differences. According to Webster, culture is the integrated system of socially acquired values, beliefs, and rules of conduct that limit the range of acceptable behaviors in any given society.

It goes on to define cultural as conducive to culture and sensitivity as the quality or state of being sensitive. In a nutshell, cultural sensitivity is the phenomenon of becoming sensitive to the accepted behaviors of any given society.

Culturally sensitive interaction and communication:

- Listening fully includes listening without interrupting, clarifying, acknowledging, reflecting, or expanding on what is being said.
- When empathy is conveyed, effective communication is enhanced. empathy can be developed by constantly trying to put yourself in the shoes of another.
- Maintain open communication; if mistakes are made, view them as a problem to be solved and an opportunity to find new ways to communicate.
- Be aware of the fact that there are basic differences in how people from different cultures communicate, for example, through the different use of words, voice, and body language.
- Become flexible in your communication style, adapt to your environment and those with whom you are communication.
- Being culturally sensitive means being nonjudgmental and accepting that even if differences exist based on culture, communication can continue.



- Openness, caring, and mutual respect for individual dignity are essential qualities for effective communication over cultural differences.

A modern and productive organization has a fair and respectful workplace. To reap the benefits of new perspectives and increased vitality, successful businesses welcome diverse personnel and maintain a fair and respectful workplace. With the benefits of a diverse organization comes the risk of a multitude of cultures with different beliefs, communication standards, and other stereotypes.

TACTICAL COMMUNICATION

Tactical communications are communications in which information of any kind, particularly orders and decisions, is conveyed from one command, person, or location within the tactical forces to another. In modern times, and using electronic equipment such as radio, e-mail, telephone, and verbal communications:

RADIO COMMUNICATION

Radios provide a convenient and necessary means of communication, information transmission, and emergency response. To use radios effectively, one must be aware of radio discipline, proper radio procedures, and professional courtesy.

Though radio procedures/protocols differ slightly from company to company, all use a standardized language of communication based on numerical and verbal codes. All radio communications should use a common simple language as well as mandatory codes. Radios should be used only when absolutely necessary, and communication should be as brief and professional as possible.

Follow these procedures/protocols to create a productive atmosphere on the radio network:

- Listen before transmitting. Before you key your radio, make sure there is no other traffic and/or that the traffic has been cleared.
- Follow the proper call-up procedures. Before speaking, press the "Push to Talk" button and pause for a moment.



- Initiate transmission by stating your radio number followed by the radio number you are attempting to contact, for instance "12 to 64".
- Avoid making multiple calls in an attempt to reach a station. If you've tried twice or three times and received no response, try again.
- Transmissions should be as brief as possible and limited to security-related matters. To limit the length and number of transmissions, know what you're going to transmit before you start. logically transmit pertinent information.
- When giving names, use the following procedure: state the name; say each letter (for example, "A"); say the phonetic alphabet word (for example, "Alpha"); and finally, pronounce the name.
- Say the numbers slowly and clearly, pausing between groups of numbers.
- Upon completion of your radio traffic, sign off by transmitting the radio number and 'clear', for example "12 clear".
- Use an alternate channel or net if an operation will necessitate frequent transmissions, such as fire system checks.
- In an emergency, the caller presses the emergency button. The person who made the emergency call broadcasts "Emergency is Terminated" when the emergency is over.
- When an emergency is declared, all ongoing traffic is cleared from the network and remains off the network until the emergency is resolved.
- Obscene or abusive language, keying radios and/or making noise, playing music, or transmitting other sounds are not permitted on the radio. Such actions are punishable by disciplinary action.



❖ UTILIZING COLOR CODES

Some facilities, such as hospitals, airports, or malls, may use color codes to indicate the level of emergency, without causing alarm or revealing information to the general public. For instance, a "code blue" may indicate a missing child at the mall or a cardiac arrest at the hospital. It is important to note that the specific color codes used may vary by location.

❖ USING 10 CODES

Another universally recognized way for security guards to communicate via radio is through 10 codes. The use of 10 codes dates back to 1937, originating with the Illinois State Police District 10. When transmitting a message over the radio, the first part of the transmission may be lost due to static, making the second part of the transmission the most crucial. 10 codes are widely used in law enforcement and allow for private communication in large crowds, while also keeping the radio waves open due to the brief nature of the transmission.

Security companies will have their own 10 codes. Some of the more common ones include:

- 10-0 Radio test
- 10-1 Negative copy
- 10-2 Positive copy
- 10-3 Stop transmitting
- 10-4 Message received & understood
- 10-5 Relay message
- 10-6 On stand-by (unless urgent)
- 10-7 Out of service – Off the air
- 10-8 In service – On the air
- 10-9 Repeat message
- 10-20 Your location
- 10-21 Telephone
- 10-61 Undesirable
- 10-76 En route
- 10-77 Estimated time of arrival
- 10-99 Bomb threat
- 10-100 Request police



TELEPHONE COMMUNICATION

It is unusual to require security personnel to answer the phone. This duty is sometimes minor in terms of time spent answering the phone, but it is always critical. To maintain a certain level of professionalism, whether answering calls from internal phones, outside lines, or making calls, proper etiquette is required.

Callers will have a positive impression of you, security, and/or your client if you use proper etiquette. Others will treat you with more respect and be willing to go out of their way to help you if you use proper etiquette.

As we learned in the section on nonverbal cues, the way we speak and our **tone of voice** reveal more about who we are and how we feel than the words we say. If we allow our mood or a bad day to influence how we answer the phone, the person on the other end may conclude that we are hostile, cold, unsociable, or depressed, or that we are uninterested in taking their call.

Remember that when you answer the phone, you are representing the security operation as well as your client.

As you practise answering the phone, telephone etiquette should become second nature. Here are some fundamentals for effective telephone communication:

DE-ESCALATION TECHNIQUE

When dealing with the public, situations will arise in which tempers - yours and those of others - will flare. Anger is a natural emotion. It is critical, however, that security guards are both masters of their own temper and masters of defusing a hostile situation.

- The first rule of dealing with upset people is to Stay calm. Refuse to be drawn into the trap of anger. Maintain an objective and active listening position. Take control of your natural inclination towards rage.
- To avoid injury, stand to one side, leaving enough space to react and an escape route. Maintain a non-offensive defensive posture and avoid touching the person. If you are involved in a violent encounter, you must run away rather than fight. Your life is valuable; safeguard it.



- Be mindful that you can damage a person's self-esteem when interacting with a distressed person. The goal is to defuse a situation, not to humiliate someone who is upset. It is critical to treat the individual with respect. Show them that they are the most important person by concentrating on them and responding appropriately.
- Be methodical in your approach to upsetting others. Do not threaten anyone. Recognize that if you handle an angry situation incorrectly, it can escalate into a more serious situation. Begin with your softest behavior and work your way up as needed. Never start with your metaphorical "big guns," because you can't go any further if you start with your toughest stance.
- People who are upset frequently only want their complaints to be heard. If an angry person approaches you in public, take them to a private area where they can vent their rage. You can accomplish this by using a herding motion. Invite them to take a seat.
- If they become abusive or use foul language, assure them politely and calmly that you are listening but that using abusive or foul language is unnecessary - otherwise, do not interrupt them.
- Find and verbally acknowledge areas of agreement as you listen. Look for problems and emotions. If you have done anything wrong, please accept my heartfelt apologies. Try to understand the problem from their point of view. Pose open-ended, non-threatening questions.
- Make the issues clear. Don't act as if you have all the answers; you don't, and if you find yourself full of them, it's almost certain that you're not listening.
- Be a problem solver; inquire about how they would like the situation resolved. If you are unable to complete a task, state your inability. Use "can't" rather than "won't". If at all possible, the solution should be mutually acceptable.



- Refer the individual to appropriate others. Finish the conversation on a positive note. Make a detailed record of the conversation, including any unusual behavior or language. Follow up if the situation calls for it.

A good communicator must also be a good listener. When a person sends a message, they almost never receive one. Remember that simply hearing someone say something does not imply that you have listened. Listening entails, among other things, paying attention to the speaker, making eye contact, being awake and aware, openness, paying attention, listening to oneself, giving feedback, understanding, and body language.