Module 12

Section 10: Cultural Sensitivity Training

Security personnel frequently engage with the public as part of their daily responsibilities. It's imperative that they approach individuals with a sense of respect, ensuring they do not harbor any biases that could influence their interactions. The instructor tackles issues related to potential prejudices based on ethnic backgrounds, disabilities, and gender and sexual orientation. Given their role, security guards may find themselves needing to interact with a wide range of individuals from various backgrounds.