Module 9

Conflict Management.

Security operatives regularly come into contact with members of the public during the course of their duties. They also regularly interact with other members of staff and people from other organizations.

Conflict Management Techniques

The Guard should always respect everyone they encounter. They should never take sides. One of the biggest assets a Guard will have on the job is their ability to de- escalate a situation and deal with people. Here are some techniques may resolve conflict:

