

# Module 9

## Communication Skills

There are many different mediums for communication, including verbal, non-verbal or writing (reports, company policies), through two-way radios, and by video recording.

Security guards must be able to communicate with a wide array of individuals both orally and in writing to obtain information. Information provided by a security guard, presented orally or in writing, should always be clear and concise, and use appropriate language. Information should be conveyed accurately and without personal bias or opinion.

