

Module 12

Section 9: Proficient Communication

Security guards routinely face diverse situations that demand maintaining a professional demeanor at all times. The instructor delves into the essential interpersonal and communication proficiencies indispensable for adeptly navigating varying environments and effectively de-escalating situations when necessary. It is crucial to underscore the significance of leveraging communication as an asset. This section encompasses three pivotal aspects: Mastering Communication Skills, Proficient Communication Techniques, and Nurturing Interpersonal Abilities. Security guards must consistently deliver information that is both lucid and succinct.

