



Best Practices for Oil & Gas Security Officers & Supervisors



1st floor, Incubator Building, Masdar City, Abu Dhabi, UAE



00971-2-6452630



00971-50-6652671



info@btsconsultant.com



www.btsconsultant.com

Table of Contents:

- Introduction
- Who should attend?
- Course Objectives
- Course Outline





Introduction:

A diverse group of people work in security professions and with a variety of organisations and companies. These professionals need the opportunity to learn about and develop leadership knowledge and skills to enhance both personal and organisational performance. Security departments and their employees need these skills to allow for greater alignment with the organization's vision, mission and goals. Security professionals need to function effectively within the realm of the larger organisation, so it is essential they have leadership skill and ability to lead their teams. In order to achieve a level of best practice in leadership, security professionals should understand the role of leadership as it applies to their industry, their organization and their team.

This program is designed to identify and equip delegates with techniques and ability to perform their duties using some of the current best practices in leadership. The course is an opportunity to develop leadership skills that will assist in working better together, learning to handle conflict situations, implementing time management techniques and understanding the need to have an attitude that is accepting of change. The course is structured to work in partnership with a more technical security issue management course, but is also appropriate as a separate leadership module. This highly interactive and hands-on program is designed to empower participants to have an opportunity to learn, understand and practice leadership techniques.

The program will identify best practices for leadership in security roles. Individuals will learn to identify leadership techniques in the security profession to assist them in leading security functions in an organisation. Delegates attending this program will gain a personal knowledge of security leadership, learn leadership skills to work better with colleagues, increase their professional outlook and improve their ability to deal with organisational security. They will understand the difference between leadership and management and have skills to implement leadership strategies in the security profession.

Who Should Attend?

Security Directors and Managers, Security Supervisors, Security Officers, Facility Supervisors, Facility Officers, Facilities Directors and Managers, Health and Safety, Fire personnel, Fire Managers, HSE Officers, Security Personnel and CCTV Operators, Loss Prevention Engineers, Control Center Operators and Supervisors, Emergency Personnel, Emergency Dispatchers, Security Personnel and CCTV Operators, HSE Officers, HSE Engineers & Personnel, HSE Professionals, Emergency Response Team Members, HSE Managers and Auditors, HSE Professionals, Inspectors, Advisors, Auditors, Laboratory Personnel, Process Control Engineers and Technicians, Process Control Designers and Systems Engineers, Instrumentation and Control System Engineers, Plant Engineers, Maintenance Personnel, Maintenance Engineers and Supervisors, Electrical and Instrumentation Supervisors and Technicians, Procurement and Supply Chain Managers, Engineers and Maintenance Personnel, HR and Administrative Supervisors responsible for security





Course Objectives:

By the end of this course, delegates will be able to:

- Design a comprehensive security strategy for a major organization or facility
- Integrate security into the goals of the corporate strategy
- Run the security function within a major organization
- Motivate staff in the implementation of effective corporate security
- Identify best leadership practices for security professionals
- Learn to build communication strategies, vital to a successful and productive security team
- Learn how leaders create rapport, build trust and establish credibility in a work group
- Build positive interpersonal and influencing techniques in team relationships
- Use techniques of effective and efficient time management
- Develop strategies to deal with stress, conflict and change

Course Outline:

Leadership Challenges for the Security Professional in the 21st Century

- Introductions, goals and objectives of the program
- Leadership challenges facing today's chief security officer and workforce
- Position power & personal power
- Strategic management vs. leadership
- Overview of leadership challenges in security management
- Managing the new strategic risks
- Leadership characteristics of security professionals in the 21st century
- Consider the seven demands of leadership in security work

Leadership Demands and Time Management Issues in Security

- Leadership in security incident management
- Leadership in command & control of security incidents
- Leadership demands in security crisis management
- Time management issues
- Factors which contribute to time management problem
- Identifying the way our approach to work affects the way we work
- Suggestions for techniques which will help us manage our time
- Several common time wasters
- Proper delegation techniques





Influencing Skills Improves Security Work

- Identification of interpersonal influencing skills
- Engaging and channeling your new skills
- Influencing meetings
- What goes wrong in business meetings?
- Planning & preparation, the agenda
- Meeting control
- Planning and preparing to influence
- Influencing work situations
- The persuasive funnel and rapport breakers
- Influencing upwards
- Tips how to influence the board

Communications and Security Reputation Management

- Communication techniques - verbal, non-verbal and written
- Who and when should the CSO communicate with?
- Who are the identified stakeholders?
- Each will demand a different message, at a different time
- Communication and interaction openness develops trust
- Understanding another's type of interaction takes active listening
- Interpersonal interaction preferences differ
- Building and maintaining trust is vital for success
- Dealing with Stress, conflict and change
- What is stress and how can we deal with it better
- What are typical stressors in security management
- Recognizing stress and physical reactions to stress
- Managing conflict, techniques to identify and resolve personal conflict
- Conflict management styles and resolution
- Recognizing response to and perceptions of change
- Analyzing and preparing for the human reaction to change

Security As a Strategic Core Activity

- Threat assessment and surveys
- Identification with corporate objectives
- Strategic design of security
- Legal considerations
- Long-term planning and budgeting





- Selection of the security manager
- Reporting, delegation and allocation of responsibility
- Board level briefings

Security Defenses

- Physical protection measures
- Electronic systems (IDS, CCTV, Access Control, EAS)
- System Integration
- Procedural defenses
- Security control rooms
- Information security
- Computer security
- Equipment review and assessment

Human Aspects of Security

- Staff selection and vetting
- Selection factors specific to security staff
- Training for security staff Specialist security equipment
- Security education programs for all staff
- Electronic systems and access control
- Gaining employee support for the security function
- Security newsletters
- Protection of personnel
- Audit and investigations

Contingency and Emergency Planning

- What is an emergency?
- Contingency policies
- Crisis management teams
- Crisis management centers
- Disaster recovery & business continuity
- Contingency planning training
- Specialist assistance
- Special risks insurance





The Integration of the Security Strategy

- Senior management commitment to security
- Communication
- Review scheduling
- Total quality management
- The onion skin approach to security
- Personal qualities of the security manager

