

**ATTENTION, FRONT DESK PROFESSIONALS:** This workshop contains critical, up-to-the-minute information you need to know **NOW!**

# FRONT DESK SAFETY & SECURITY

**Prevent workplace violence, handle emergencies and be prepared for any situation**



## IN ONE INTENSIVE, FAST-PACED DAY, YOU'LL LEARN ...


- **How to assess your front desk area** and eliminate potential security breaches, dangerous situations and safety hazards
- **The best ways to respond** when emergencies arise (both natural disasters and human threats)
- **How to ensure that emergency policies and procedures are up to par** with law enforcement recommendations
- **About dialing 911** — what to do if you are suddenly required to make that call
- **Techniques for defusing escalating tempers**, handling emotional outbursts and dealing with unreasonable demands
- **How to keep up** with visitors, packages, phone calls and email when everyone's constantly pulling you in different directions
- **The warning signs** that can help you identify people who may pose a threat to you, your organization or its employees

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# WORKPLACE VIOLENCE COULDN'T HAPPEN AT *YOUR* ORGANIZATION... OR COULD IT?

Workplace violence can strike anywhere, anytime. It doesn't matter if your company is a small "mom-and-pop" business or a large corporation. It doesn't matter if you're in the Midwest or on the East or West Coast. And it doesn't matter what type of business you work for.

In these times of turbulence and unrest, safety and security issues "on the home front" and in the workplace are more critical than ever before. Terrorist threats, mass corporate layoffs, a shifting economy and political upheaval are all real factors contributing to stress and emotional anguish in the workplace.

As people feel pushed to the breaking point, workplace violence becomes a greater possibility. Employees need specific procedures and policies to follow in an emergency and, just as important, the training and confidence to put those policies into action if the need arises.

## A FREE WORKBOOK FOR EVERY PARTICIPANT

Your tuition includes a detailed course workbook that highlights pertinent information, freeing you to listen and learn more. The workbook offers specific techniques, skills and ideas you'll use in preparing for a variety of front desk situations. After the seminar, reference it time and time again, to recall key points, validate opinions and address specific problems.

## HOW PREPARED ARE YOU?

Would you know how to handle the following situations?

**An employee who was let go without incident a few weeks ago has suddenly appeared at your desk.** He is wearing a jacket, although it is very warm outside, and seems agitated and upset. He asks you to call his former supervisor and have her meet him in the lobby. How do you respond? Should you call the supervisor and pass along his request or alert security personnel?

**An unidentified caller tells you that he has placed a bomb in your building.** Who should you contact first? Do you try to keep the caller on the line? Ask him where the bomb is? Start evacuating the building?

**Three frightened employees returning from lunch report seeing a funnel cloud, but tornados are fairly rare in your part of the country.** What is your emergency procedure for the threat of severe weather? Where should employees gather to stay safe? How do you announce the problem without touching off a panic?

**A well-dressed visitor carrying a briefcase and a package hurries in, saying he needs to drop off something for one of your company's managers.** You ask him to have a seat while you call her for him. He remains standing, then starts edging toward the stairs, offering to take it up himself. You firmly respond that unauthorized personnel are not allowed past the lobby, but he waves you off with a pleasant smile and disappears up the stairs. What's your next move?

**Don't leave urgent workplace situations to chance. Make sure you're familiar with all emergency policies and procedures, and that you're prepared to assume control — and take action.**

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## WHO SHOULD ATTEND?

- Front desk professionals
- Receptionists
- Office assistants
- Secretaries
- Facility managers
- Security personnel

# FRONT DESK SAFETY & SECURITY



## As a front desk professional, you are the first line of defense against security breaches, safety concerns and volatile situations

Your position as a front desk professional requires you to assume a variety of roles during your workday — among them gatekeeper, communications expert, phone whiz, mediator, troubleshooter and secretary. As the company's first contact with vendors, visitors and delivery personnel, you are the eyes and ears of your organization. It is up to you to spot potential troublemakers, identify red-flag behaviors, prevent breaches of security and act with confidence and authority when situations threaten to get out of hand.

**In this powerful, eye-opening workshop, you'll discover a variety of tools, techniques and strategies for securing your front desk area and staying calm and in control when faced with emergency situations.** We'll cover preparation and prevention techniques for natural disasters, theft, property damage and other crimes; offer tips for identifying unbalanced or potentially violent individuals; cover building and facility safety measures; and reveal ways to shore up procedural weak spots that may be making your organization and employees vulnerable to outside influences.

- Learn how to evaluate visitor access to your organization and increase security in your lobby and front desk area
- Discover foolproof ways to discourage guests from "finding their own way" through your facility
- Know the very best responses to a variety of emergency situations — from bomb threats to fire to medical emergencies
- Find out how you should respond when weapons are involved
- Learn how to effectively defuse angry, out-of-control employees or visitors and regain command of sensitive situations
- Explore ways to empower yourself and bolster your confidence so that you come across as a strong, take-charge professional who can't be intimidated

You'll come away from this workshop armed with the critical information you need to act swiftly in an emergency, take command of volatile situations and keep your organization and its employees safer. Who knows? Your training may even help you save a life someday.

## DOES YOUR CURRENT SAFETY POLICY INCLUDE PROCEDURES FOR HANDLING THESE SITUATIONS?

- The arrival of suspicious packages, envelopes or other delivery items
- Disgruntled former employees, spouses who show up uninvited, vendors who appear without appointments . . . anyone who displays belligerent, antagonistic — even dangerous — behavior
- Threats made over the phone to you, your organization or its employees
- Verbal abuse directed toward you or other employees

**If any of these concerns are not addressed in your organization's safety policies, you owe it to yourself and your organization to attend this course! We'll cover the very latest information on workplace safety as recommended by law enforcement, explore real-world case studies and delve into those hot-off-the-presses issues that face front desk professionals right now.**

## WHY A COURSE ON FRONT DESK SECURITY?

### The facts speak for themselves ...

- According to a Department of Justice study, **1 in 6 violent crimes occurs in the workplace.** The department's statistics show that an estimated 7% of all rapes, 8% of all robberies and 16% of all assaults occur at work.
- **An estimated 2 million non-fatal workplace incidents** are reported each year.
- A study by the Society for Human Resource Management shows that **more than half of the companies in the United States have experienced some sort of workplace violence**, with verbal threats being cited by 41% of respondents as the most common form.
- According to the National Institute for Occupational Safety and Health, **workplace violence is the No. 1 cause of death for women at work.**
- A recent Gallup survey shows **only 25% of the respondents indicated that they had received any training in identifying and responding to warning signs** of potential workplace violence.
- **As workplace violence becomes more prevalent, it is up to organizations to provide the training and support that employees need to protect themselves.** This course is designed to offer front desk professionals techniques for recognizing dangerous people and situations — and strategies for handling them swiftly, safely and confidently.



# FRONT DESK SAFETY & SECURITY

## COURSE AGENDA

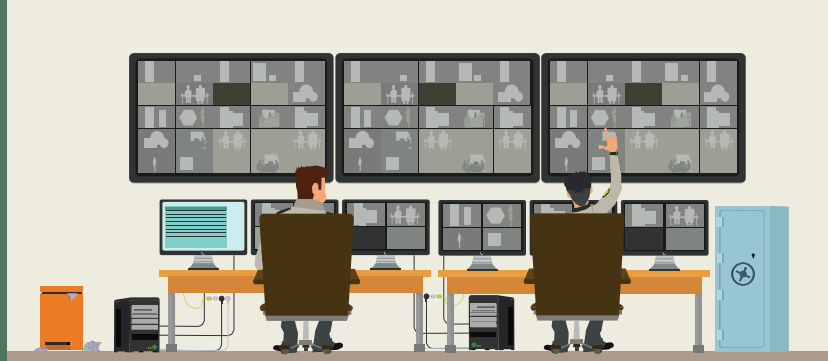
### Violence and safety in the workplace today

- The truth about violence in the workplace today: what constitutes it, who's at risk and why it's getting worse
- How vulnerable is your organization?
- Ways to identify and eliminate security gaps in your front desk area
- Insights and advice from OSHA on maintaining a safe working environment
- How to create an emergency procedures manual
- Guidelines for designing and implementing an emergency action plan that everyone can follow

### No-nonsense management of your front desk and lobby area

- Your role as "gatekeeper": What are your responsibilities regarding safety and security measures? What can you be held accountable for?
- Information gathering and strategic planning that keeps you one step ahead of emergency situations
- Emergency response strategies to get help fast when you need it
- How to gather information and act as a point of contact during employee disaster drills
- Tips for managing the flow of vendors, customers and other visitors who come through your doors
- The importance of a well-designed check-in and checkout log
- Procedures that ensure restricted areas remain that way
- Ways to enforce visitor identification and escort requirements
- How to handle cold-call vendors
- Strategies for managing multiple distractions

9:00 a.m. – 4:00 p.m.



## Critical communication skills no front desk professional should be without

- How your listening skills can be your best asset when it comes to handling sticky situations and touchy personalities
- Telephone skills that will help you “listen between the lines”
- Tips for swiftly establishing credibility and authority with visitors
- How to develop your own personal telephone poise and presence
- The legal way to handle “reference” calls — what you can and cannot say
- How to use email safely and securely
- The truth about intuition — learning to trust your instincts
- How to lower your stress quotient and enjoy more balance and serenity, even during hectic workdays

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## When worst-case scenarios become real — handling emergencies while keeping yourself and others safe

- Techniques for “talking down” a threatening person and regaining control of an explosive situation
- What to do when a confrontation turns serious and weapons become involved
- How to handle these frightening situations with confidence:
  - Thefts, robberies and break-ins
  - Bomb threats
  - Fires, earthquakes and other disasters
- Legal guidelines for reporting injuries and other emergencies

## Security measures to increase workplace safety

- Strategies for protecting proprietary company information
- Basic, common-sense security practices suggested by law enforcement
- Building and facility safety practices recommended by security experts
- Ways to protect workers after-hours — how to make sure that your facility is secure and employees stay safe when working late



## Onsite Training Solutions

### Get the Results You're Looking For!

Bring our powerful, high-impact training programs to your organization and show your employees that you're serious about their professional growth and achieving critical organizational goals and objectives.

### Choose From Over 150 Courses!

From management development to customer service, our comprehensive library of courses provides a learning experience that is engaging, interesting and intriguing!

### Tailor the Training to Meet Your Specific Needs!

We'll help you choose the appropriate courses for your organization and tailor each one to address your specific goals, issues and scheduling concerns.

### Maximize Your Training Budget!

Onsite Training allows you to train work groups, teams, and entire departments for less than the cost of traditional public seminars or other training options.

Give your staff the skills, knowledge and confidence they need to meet tough workplace challenges head-on, realize their full potential and perform at their peak.

For a free consultation, visit us online at **[careertrack.com/onsite](http://careertrack.com/onsite)** or call us at **1-800-944-8503**

## REGISTRATION INFORMATION

**Enroll Today!** Hurry, our seats fill **fast**. Guarantee your enrollment by paying your tuition today. You will receive a confirmation once your registration is complete. **Payment is due before the program.**

**Quick Confirmation!** To receive your confirmation within 48 hours, please complete the Quick Confirmation section of the registration form. Be sure to provide us with your email address and/or fax number.

### CANCELLATIONS AND SUBSTITUTIONS

You may cancel your registration up to 10 business days before the program, and we will refund your tuition less a nominal cancellation fee. Substitutions and transfers may be made at any time to another program of your choice scheduled within 12 months of your original event. Please note that if you do not cancel and do not attend, you are still responsible for payment.

### Please Note

- You will be notified by email, fax, and/or mail if any changes are made to your scheduled program (i.e., date, venue, city or cancellation).
- Walk-in registrations will be accepted as space allows.
- For seminar age requirements, please visit <http://www.careertrack.com/faq.asp#agerequirements>.
- Please, no audio or video recording.
- You will receive a Certificate of Attendance at the end of the program.

### TAX-EXEMPT ORGANIZATIONS

If you are tax-exempt, enter your tax-exempt number in Section 6 on the Registration Form. Please mail or fax a copy of your Tax-Exempt Certificate with your registration for payment processing.

### TAX DEDUCTION

If the purpose of attending a CareerTrack program is to help you maintain or improve skills related to employment or business, expenses related to the program may be tax-deductible according to I.R.C Reg. 1.162-5. Please consult your tax adviser.

### CONTINUING EDUCATION UNITS (CEUs)

CareerTrack offers CEU credits based on program length and completion. Credits are issued according to the National Task Force for Continuing Education guidelines and approval is at the discretion of your licensing board. **Questions or concerns should be directed to your professional licensing board or agency.**

### COMPLETION & CONTINUING EDUCATION CERTIFICATES

To obtain a certificate documenting your completion and/or CEU credits, please visit [www.careertrack.com/certificate](http://www.careertrack.com/certificate). Certificates will be available 10 days after your event has ended.

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## GUARANTEED RESULTS

**All of our seminars are 100% SATISFACTION GUARANTEED!** We're confident that this workshop will provide you with the tips and techniques you need to stay safe and secure in the workplace. If for any reason you are dissatisfied, send us a letter (Attn: Customer Relations) within 30 days of your workshop attendance stating the reason you were not satisfied, and we'll arrange for you to attend another one of our seminars or receive a full refund — hassle-free.



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- **Online** careertrack.com
- **Fax** to 913-967-8849
- **Call** 1-800-556-2998
- **Mail** your registration

**1**  **YES!** Please register me for the one-day, **Front Desk Safety & Security** workshop indicated in Section 5. Group Discounts available.

**2** **IMPORTANT!** Please fill in VIP number as it appears on the address label.

**VIP** \_\_\_\_\_ (\_\_\_\_\_) IF AVAILABLE

**3 ORGANIZATION INFORMATION**

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ St: \_\_\_\_\_ ZIP: \_\_\_\_\_

Tele: \_\_\_\_\_ Fax: \_\_\_\_\_

Approving Mgr's Name  Mr.  Ms. \_\_\_\_\_

Job Title: \_\_\_\_\_

Email Address: \_\_\_\_\_  Business  Home

**4 QUICK CONFIRMATION**

Please email or fax my confirmation to me within 48 hours.  
My email address or fax is: \_\_\_\_\_

**5 NAMES OF ATTENDEES** (Please list additional names on a separate sheet.)

#1 Attendee's Name  
Mr.  Ms.

Job Title \_\_\_\_\_ City Event # \_\_\_\_\_

Email Address \_\_\_\_\_  Business  Home

#2 Attendee's Name  
Mr.  Ms.

Job Title \_\_\_\_\_ City Event # \_\_\_\_\_

Email Address \_\_\_\_\_  Business  Home

**6 METHOD OF PAYMENT** (Payment is due before the program.) Please make checks payable to CareerTrack and return form to: P.O. Box 738002, Dallas, TX 75373-8002. Our federal ID# is 92-2053228 (FEIN).

Please add applicable state and local tax to your payment for programs held in Hawaii (4.166%; Honolulu 4.712%), South Dakota (6.5%) and West Virginia (6%; plus applicable local tax)

Total amount due: \$ \_\_\_\_\_

Check # \_\_\_\_\_ (payable to **CareerTrack**) is enclosed.

Bill my organization. Attn: \_\_\_\_\_

Purchase order # \_\_\_\_\_ is enclosed.  
(Attach purchase order to completed registration form.)

Charge to:  AmEx  Discover  MC  Visa

MO. \_\_\_\_\_ YR. \_\_\_\_\_

EXPIRATION DATE

CARD NUMBER

Card Holder's Name \_\_\_\_\_

Tax-Exempt # \_\_\_\_\_

*Please attach a copy of your Tax-Exempt Certificate for payment processing.*

**Note:** If you've already registered by phone, by fax or online, please do not return this form.

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# FRONT DESK SAFETY & SECURITY

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To update your contact information, see page 6.

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