

STAFF TRAINING

Are You and Your staff prepared?



Art of Interviewing



Managing Hostile Customers



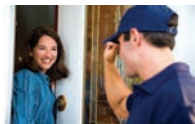
Robbery Awareness



Personal Safety



Loss Prevention



Field Visits Safety



Office Design Review



Policy Development

Don't pay a rate per person,

Our costs include up to 20 staff per session.

Available in 2-4 hours, 1 or 2 day sessions.



*For training class enquiries:
FREECALL 1800 26 16 96*



STAFF TRAINING

Art of Interviewing

Our consultants cover a range of aspects for example:

Site preparation

Interviewer/Interviewee Rapport

Neuro-Linguistic Programming

Interview Sequence

Questions Selection and Delivery

Personality types

Clarifiers

Closing

Managing Hostile Customers

The purpose of this training is to provide your staff with the skills to respond in a conflict situation.

Is the hostility a result of the way you do business?

What is the organisations culture in regards to workplace violence?

What policy and procedures do you have? E.G reporting and recording practices.

What is your response after an incident?

Robbery Awareness

Armed Robbery can be very costly to a business the least of these costs being the initial financial loss.

Training in Armed Robbery procedures has many benefits, firstly to reduce the likelihood of such an event occurring and secondly to ensure staff are equipped to respond in the safest manner.

An Armed Robbery is highly likely to occur when the desire, ability and opportunity are presented to an offender.

Training Staff in Armed Robbery survival skills will reduce the risk of injury to staff and customers.

Staff will be taught on how to both remain calm and obey offender's instructions correctly.

Personal Safety

The Personal Safety Component of our training provides participants with the fundamental concepts of personal safety. This is Not a self defence class.

Once this foundation is built, it is enhanced by imparting a range of strategies that have been proven to be effective when dealing with violent situations.

Upon completion of the training, participants have a range of strategies to choose from, to suit both their lifestyle and abilities. Ultimately you will be better equipped to identify, avoid and respond to violent situations.

Loss Prevention

It is estimated that loss and shrinkage costs Australia \$2.1 billion a year.

This is a lucrative industry, encouraging organised groups to develop ingenious ways to get their slice of this 2.1 billion dollar pie.

In order to protect yourself from loss and shrinkage, you need to develop a holistic approach for your business.

Electronic Article Surveillance and CCTV are no longer seen as luxuries, but necessities within the retail industry.

Field Visits Safety

Just as organisations are required to provide a safe work environment within an office or business premises, steps need to be taken to minimise the risk and respond to violence that can occur to those staff out in the field. Secure Retailing in partnership with In 2 Training, will work with you to develop a three stage response to the safety of staff required to conduct home visits.

1. Pre Visit - stage or preparation stage.

2. Visit - The visit stage. A range of strategies and concepts are provided to staff.

3. Post Visit - The Post Visit stage covers the reporting and recording of potential and real risks, identified by staff in the field.

Office Design Review

One key aspect of any crime prevention strategy is to reduce the ability, desire and opportunity for an incident to occur. We can achieve this in a number of ways from staff training, work practices and store design to name a few.

Policy Development

As an organisation grows so does the need to establish clear policy and procedures to maintain service standards and best practice methods.

www.SecureRetailing.com.au