



LIVE SEMINAR

Front Desk Safety & Security



THIS SEMINAR AT A GLANCE:

- How to assess your front desk area and eliminate possible security breaches, dangerous situations and safety hazards
- The best ways to respond when emergencies arise (both natural disasters and human threats)
- How to ensure emergency policies and procedures are up to par with law enforcement recommendations
- What to do if you are suddenly required to call 911
- Techniques for defusing escalating tempers, handling emotional outbursts and dealing with unreasonable demands
- How to keep up with visitors, packages, phone calls and emails 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

Front Desk Safety & Security

S E M I N A R S U M M A R Y

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. 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 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.

Benefits of this program: In one intensive, fast-paced day, you'll learn:

- 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

PROGRAM 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
- Guidelines for designing and implementing an emergency action plan 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?
- 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
- Ways to enforce visitor identification and escort requirements
- Strategies for managing multiple distractions

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 to help you "listen between the lines"
- Tips for swiftly establishing credibility and authority with visitors
- The legal way to handle "reference" calls — what you can and cannot say
- The truth about intuition — learning to trust your instincts

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 your facility is secure and employees stay safe when working late

As a result of this training:

- 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
- Develop preparation and prevention techniques for natural disasters, theft, property damage and crime
- Identify potentially violent or unbalanced individuals
- Cover building and facility safety measures, and reveal ways to shore up weaknesses in procedures that may leave your organization vulnerable to outside influences

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