

Course Overview:

Communication and dealing with others for industrial security are vital and most managers recognize that communication skills are essential in business. Industrial security needs to be able to communicate, build relationships, and work with individuals at all levels. Their behavior and interpersonal skills can affect others both positively and negatively. As a result, this is a major element of good management.

Course Objective:

- Communicate and negotiate in a more persuasive and compelling style.
- Use advanced communication tools and skills to deliver various types of messages
- Identify the different personal listening styles and discover their own
- Apply meta programs to improve understanding of people
- Describe and harness the power of body language
- Practice and use assertiveness skills in different situations

Course Outline:

- Dealing with others concepts and effective communication
- Dealing and effective communication in the industrial security area.
- Importance of communication in security work.
- Communicating for results
- Verbal and written communication skills
- Dealing with internal and external Customer issues
- Resolving conflict situations
- Team spirit as a case of mental emotional security group
- Avoiding the loss of information
- The art of body language
- Analysis methods in the development of team spirit security work.
- Bases and sources of power
- Dealing with difficult people using persuasion

Who Should Attend:

- Security supervisors / officers, Facility supervisors / Industrial security personnel

Training Language:

Eng/Ar

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation