

## What does this help the First Line Supervisor with?

- ◆ Developing Leadership Qualities
- ◆ Supervisors Operational Roles
- ◆ Effective Communication
- ◆ Legal Issues
- ◆ Operational Effectiveness

Participants receive a loose-leaf notebook with power point out (for note taking) and other materials related to the duties and responsibilities of a first line supervisor. This document be-comes their text book. First Line supervisors are your most active operationally in the security industry.

It is important that they not only be empowered with the ability to make decisions, but also be able to make such decisions without always needing to contact middle or executive management. Lack of supervisory training will only result in constant indecisions being made or constant approval seeking before making any decision(s).



## Premier Security Services Worldwide Corp

### Mission Statement

An organization that serves security professionals in the security industry throughout the United States, to include security officers , security managers and community leaders, through networking, training and setting the highest level of standards. To ensure that the communities we serve receive the most qualified security staff, by providing constant communication of sharing ideas, experience and knowledge, and giving insight to the latest technology, all for the betterment of the communities weserve.

### What Managers Are Saying

“In today’s competitive business world the need or requirements of employment are extremely competitive. Validating someone’s’ credentials through certification has become the new standard. Developing a certification program for Security Officers will not only elevate them professionally, but will validate their credentials to the public.” **Ron Albeit, General Manager, Fiddler’s Creek, Naples, Florida**

### CONTACT US!

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## First Line Supervision



Premier Security  
Services Worldwide Corp

*The Security Professionals*



## What are the benefits to First Line Supervision

- Strengthens the company's defense against complaints.
- Assures quality of service delivered by your respective security company.
- Shows employees that management cares about the job they do by providing the latest training.
- Completion of this course with a final exam minimum score of 80% your supervisor will receive:

Certificate of Completion

## Why bring this training to you?

- It increases the client's confidence in the policies and practices of their security department.
- It increases the clients pride in their security knowing their security supervisors are obtaining leadership training from an organization with years of experience in gated community security.

## Training Investment

- \$250 Per individual (2-day course)
- This course can be brought to your company/property at a reasonable cost. Contact Premier Security for more information.

**Contract Rights To This Course Held By:  
Premier Security Services Worldwide Corp**



## Our Training Program

The participants will be able to Demonstrate and Practice the principles of an "Effective Supervisor" as they affect the Operational Objectives of an organization. This is accomplished through five (5) dynamic in-depth learning modules. They are:

- 2. Developing Leadership Qualities:**  
Understand leadership principles, job performance, ethics, team & conflict management.
- 3. Supervisors Operational Roles:**  
Supervisor-subordinate relationships, principles and authority of supervisors with associated duties & responsibilities, conducting performance evaluations.
- 4. Effective Communications:**  
Issues dealing with gender communications, understanding assertive, aggressive, and passive communications.
- 5. Legal Issues:**  
Identify causation of liability issues, importance of understand Policy, Procedure Manual and writing comprehensive "Post Orders."
- 6. Operational Effectiveness:**  
Manage a Critical Incident effectively, developing an Action Plan, mobilizing and demobilizing an action utilizing NIMS/ICS.

The multiple in-class scenarios will require the participant to "put into practice" what they have learned from the training sessions. Any corrective actions or recommendation can be given to the participant at that time by the instructional staff. This training session is "capped-off" by a Critical Incident scenario that will require all participants to become actively involved in the planning and presentation of the "teams" recommended actions. An in-class analysis and critique of these actions by other students and staff will benefit the "Supervisor" in any future operational incidents of this nature.

## Lead Instructor



### Marvin E. Vasquez

Marvin E. Vasquez has worked in Law Enforcement and the Private Security Industry for over thirty (39) years. He has served in multiple Supervisory and Command positions. He has served with several law enforcement agencies and has received recognition for his service by The White House as a September 11<sup>th</sup> First Responder. Once transitioning into the security industry, he has held a number of executive and leadership positions. Marvin is well versed in the practices for improving Private Security Operations.

## First Line Supervision

Premier Security Services Worldwide Corp is committed to delivering cost effective training specifically designed for first line supervisors. Your officers and supervisors will benefit from the First Line Supervision Course. This course was designed specifically for First Line Supervisors, Sergeants, Corporals and Lead Officers with expert instruction. This curriculum covers all the training elements necessary to make your security supervisors more proficient.