

Course Description

This three (3) day course focuses on the skills required to manage the unique challenges and responsibilities of middle-managers in the private security industry, including aligning resources and developing employees to achieve organizational performance outcomes, identifying and developing processes to meet organizational objectives, and implementing plans to deliver organizational results based upon strategic goals.

The course focuses on three (3) core competencies: Command Skills for Middle Managers, Legal Issues, and Practical Aspects of Management. Attendees gain insight into their own management strengths and challenges through in-depth assessments and exercises. The curriculum then directs the application of identified skills to key management task and responsibilities. Teams are formed to solve real day-to-day issues that challenge effective management principles implemented by the organization.

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 11th 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.

What are the benefits and Why invest in this training?

- Strengthens the departments defense against complaints
- Assures the community board of the quality of service delivered by their security department
- Increases the clients/publics pride in their security knowing their security managers are obtaining management training from an organization with years of experience in security.

Training Investment

1. \$375.00 per individual
2. This course can be brought to your facility/property at a reasonable cost. Contact Premier Security for more information.
3. Travel restrictions exits and can be discussed.

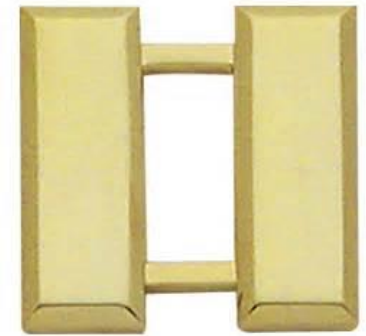
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Middle Management



Command Skills for Middle Managers

Premier Security Services Worldwide Corp

The Security Professionals



Training Objectives Day 1

Leadership

- 1.1 Leadership
- 1.2 Conflict Management and Decision Making
- 1.3 Interpersonal and External Communications
- 1.4 Relational Issues (media, personnel, constituents, upper- management)

Day 1-Module 1 In-Class Projects and Events (discussion or activities):

- Qualities of a Successful Leader
- Mistakes in Critical Decision Making
- Identify the Three (3) Basic Styles of Leadership
- What Motivates You as a Middle Manager?
- Problem Solving – What Process Do You Use to Solve Problems?
- What Task Have You Delegated to a Subordinate with Successful Results?
- What are You Doing as a Middle-Manager to Avoid or Solve Communications Problems?
- Importance of Job Descriptions

Day 1: Exercise to be completed by the student and prepared for discussion or action at the beginning of day #2.

- The exercise will have the middle-manager intercepting an offensive and objectionable email which has been sent over the organizations electronic network. The student will have to prepare a disciplinary “coaching” document for the offender and “role play” the implementation of that document. In addition, a position memo must be written that supports or denies a need for an “electronic ethics policy.”

Training Objectives Day 2

Legal Issues

- 2.1 Liabilities
- 2.2 Ethical Decision Making
- 2.3 Basics of HOA’s and POA’s

Day 2 – Module 2 In-Class Projects and Events (discussions or activities):

- What is your understanding of “Vicarious Liability?”
- Complete the “Ethical Conduct Self-Assessment” Document
- Officer “Code of Conduct” as it relates to employee motivation
- Information sharing or discussion on HOA/POA issues

Day2: Exercise will place the students in teams and they will be given three (3) topics to research and plan their action. The action will require an open-debate as to the positive or negative of an issue. The issues for in-class debate are:

1. Ethics
2. Sexual Harassment
3. Officers Code of Conduct (relates to employee motivation)

- Team will be allotted thirty (30) minutes for the discussion to include question and answer period.

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Training Objectives Day 3

Practical Aspects of Management

- 3.1 Planning, Development, and Implementation of
- 3.2 Budgeting (justifying & managing fiscal expenditures)
- 3.3 Utilizing Human Resources and Personnel Management

Day 3 - Module 3 In-class Projects and Events (discussions or activities):

- What is the planning process that you or your organization uses?
- As a middle-manager what part do you play in the budget process?
- Discipline issues: Role Play Exercise
- Grievance Process
- Middle-managers involvement in the Human Relations process?

Day 3: Exercise will require individual students to address an issue that is given to them by the instructor. The issues for response are:

- Sexual Harassment
- Human Resources Management
- Security Administration

Each one of these issues has several scenarios included within them and the student will be read the scenario and asked to give a “short & quick” response as to how they would solve the issue.

***Empowering the
security professional
with knowledge and
training***