

## PROFESSIONAL DEVELOPMENT

IGS Academy's ongoing professional development program focuses on delivering practical solutions for the key issues that property managers and security staff typically encounter and provides you with an effective way to improve your security programs and skills.

Our ongoing professional development program incorporates the best practices of national police departments, IGS Academy training manuals, and features the latest information and procedures.

The IGS Academy professional development program is a free resource designed to raise the bar for security training and equip you with valuable information that you can distribute freely throughout your organization as a valuable benefit.

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# IGS Security Academy



professional DEVELOPMENT

# Update

## Conflict Resolution



# Principals for Conflict Resolution

## for Security Guards and Surveillance Personnel

Your commitment to creating the safest possible environment is what makes you stand out as a professional, your training never really stops. Whether your facility is an office building, a residential location, a school, or a shopping center, being able to effectively resolve conflicts is key to protecting people and property effectively.

### Can you answer these questions?

1. Do you know how to identify and react to behavior that indicates an escalation towards conflict?
2. Do you know how surprisingly easy it is to avoid conflicts?
3. Do you know the effect of body language in a conflict situation?
4. Do you know the appropriate response and measures to avoid, calm or defuse a conflict situation?
5. Do you understand the purpose of physical intervention in conflict resolution?
6. Do you know what to do with people who regain self-control after acting out?

### *Please read the following principals on effectively resolving conflict situations*

- Stay calm and breathe in.
- It is very important that you keep your professional discipline, keep calm and do not take it personally.
- Keeping communications simple will help you both in avoiding or resolving conflict situations.
- Watch your body language. When in a conflict situation keep relaxed, stand or sit tall. Keep your hands open and a neutral facial expression.
- Physical intervention should be seen as one in a range of strategies and actions to defuse a conflict situation.
- Keep up with the latest conflict resolution skills
- When you are faced with two or more subjects who are in a heated argument, think of your personal security and that of the surrounding patrons.
- Please visit our website [www.academie-igs.com](http://www.academie-igs.com) (link to our blog) to find out more.



**TOP TIPS FOR  
CONFLICT  
RESOLUTION FOR  
SECURITY GUARDS  
& SURVEILLANCE  
PERSONNEL**

1. Conflicts can be avoided by applying the following technics (tested and proven)
  - a) Identify and introduce yourself as a security guard.
  - b) A simple question such as “How can I help you” accompanied by a smile, can work wonders.
  - c) Maintaining eye contact without staring and inviting the individual to sit down. Losing eye contact may resemble fear or rejection
  - d) Point out to the suspect their emotional states by stating for example, “You are angry.” He then becomes aware of his state of mind and its effects. This will return his attention on himself and challenge his behavior.
  
2. These are some of the basic skills required for effective conflict resolution:
  - a) Empathy and Psychology;
  - b) Communication and verbal skills;
  - c) Listening;
  - d) Persuasion;
  - e) Body language;
  - f) Vigilance;
  - g) Self and emotional control;
  - h) Technical intervention and escort skills;
  - i) Have confidence in your abilities.to your supervisor in accordance with the general orders, policies and procedures.
  
3. Use communications, not force. Physical intervention should be considered when other approaches have failed. This should be used with people, who are uncooperative, have aggressive or dangerous behavior. You should always keep in mind the “necessary reasonable force” as well as the laws that allow it. The physical intervention techniques should be applied using a force proportional to that of the individual in order to immobilize or restrict him in order to take control of the situation safely.
  
4. In a conflict situation you need to respond by being directive. This means being firm and in control. It also means setting reasonable limits and letting the person know what will happen if they don't behave within those limits. Keep your voice clear and calm and your expression neutral. Speak about the positive before the negative.
  
5. Know your limits, be aware of what “pushes your buttons” and practice ways to stay calm in times of conflict (e.g. count in your head or breathe deeply). Do not take aggressions or conflicts personally.
  
6. When a person acts out physically and violently, they generally already have lost control. They may need to be maintained and restrained for their own safety and that of others. Whenever possible never intervened alone if someone becomes violent, call for back-up or the police, before you commit
  
7. During a physical confrontation remember that if the individual calms down and lowers his level of strength, resistance or attack you must do the same. You should always use the most minimally necessary force to take control of the situation or of the suspect.
  
8. When people regain self-control after acting out, they will feel a decrease in tension. Their breathing will slow down and they will become calmer. They may even say they are sorry for their behavior. It is important to treat them with respect and to give them time to quiet down. Remind them that you are concerned with everyone's safety including theirs, and try to end on a positive note.
  
9. Know your limits, express them! Especially before you commit to a contract. In a situation to know when you have reached the limit of your ease, of what you can do and step back or get out, could be seen as a quality. Refer to your supervisor for specific directions.
  
10. Be careful when you are working with people showing signs of consumption of alcohol, drugs or signs of emotional or mental distress, take extra precautions.

*Remember that your security guard training is only as good as how you apply it! \*Follows the best practices of national police departments and IGS Academy training manuals. Your security guard training is only the first step along your career path. Feel free to expand your knowledge, new gadget; new techniques, new procedures etc. are developed every day. Stay informed for novelties. Tell yourself that your education is never finished.*

Take the time; for example, to simply study your emergency procedures or revise the General Orders (GO), come back and read this blog, this will help keep your professional level at its highest.

Remember that your security guard training is only as good as how you apply it!

Most security guard jobs are performed solo and you're on your own, if something were to go wrong, the responsibility is entirely yours.

You must be as prepared as you can be.

\* Following the best practices of national police services and training manual IGS Security Academy

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IGS Academy was created in order to provide training for candidates who desired to work in the security industry who have solid skills, knowledge and abilities; a comprehensive syllabus was put together for their benefit, the benefit of the company and its clients.

Ultimately whether they were to work for the IGS Group or for security in general (companies, corporation, business organization, government agencies, in the private or public sector, financial institutions, airports, real estate companies, office or apartment towers, condominiums, shopping centers, and hospitals), our graduates exhibit professionalism, competencies and clarity as to what is expected of them and of how they can contribute utmost within the legal framework of the private security industry.

