

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

**How to Successfully Interact
With All Kinds of People**



IGS Academy provides ongoing professional development for security guards, property managers, building managers and security professionals to remain current on issues, methodologies and best practices applicable to their daily challenges.

Can you answer these questions?

- 1. Part of a security guard's job is treating every person with respect and compassion. Do you know what to do so you won't have a negative effect on your interactions with others?**
- 2. Do you know what part observation and listening plays in interacting with people?**
- 3. Do you understand what part language plays when interacting with people with special needs?**
- 4. Do you know how to differentiate between someone who is drunk and someone who is physically sick?**
- 5. Do you know how to interact with people whose first language is not French or English?**

The Importance of Knowing How to Successfully Interact With All Kinds of People for Security Guards, Property Managers and Building Supervisors

Please read the following principals for operations success

- Never assume you know what someone's problem is just by what you see.
- You must be able to communicate with a wide array of individuals to obtain or provide information. When interacting with all kinds of people, remember that they are people first, this should help you become more comfortable communicating with them.
- You will encounter a wide range of situations on the job and are required to act professionally under all circumstances. Beware of your non-verbal behavior, some people can be very sensitive to your actions.
- A big part of interacting with the public is treating others fairly and with respect. It is important that you do this with all people that you come into contact with while you are on duty.
- Security guards should always check with their employer, supervisor and consult their general orders about communication protocols for specific situations and interacting with people with special needs specific situations.
- In situations where you are required to maintain a prolonged exposure to an individual or small group, the ability for you to engage in appropriate conversation can make for a pleasant experience and help the escorted individual or group feel at ease.



Regardless of the type of patrol or the nature of the company's business, experience tells us that, to succeed, security guards must master certain basic skills. Here are some tips for communicating with people with different needs.

- **People who are hard of hearing or deaf**

- Get the person's attention before speaking. Make eye contact and face the person while you are speaking and make sure they can see your mouth so they can read your lips.
- Speak to them slowly and clearly. Do not shout.
- Use body language and gestures.
- If the person doesn't understand you, say your sentence again in a different way
- Use a pen and paper to communicate if necessary.

People who are visually impaired or blind

- Greet and identify yourself to the person using a normal tone of voice and ask if they need help and identify anyone else who is present.
- Ask them to tell you the best way to communicate or guide them.
- You can touch your hand to the back of their hand as a signal for them to take your arm.
- Let them know when you are coming to such things as a curb, a rough area in the sidewalk or anything that is in the way.
- Describe the surroundings in detail, especially inside a building.
- Tell them when they are coming to a door and which way it opens.
- Tell them when they are coming to stairs and if they go up or down.
- Let the person know when you are leaving.

People with mobility needs - people in wheelchairs and people who have difficulty walking:

- Always ask the person if they need help before acting.
- If you are helping someone walk, let them take your arm. Don't rush.
- Advise someone in a wheelchair, walker or brace of difficult access areas.
- Communicate with someone in a wheelchair at eye level.
- If you are guiding a wheelchair, back down a ramp or curb.
- In elevators, pull the wheelchair in so that the person is facing the front.

People with physical problems that affect their behavior - Some people you meet will be physically sick, but it may seem like they are drunk or mentally ill.

- A person with diabetes who is going into diabetic shock may stagger around like a drink or someone on drugs or pass out in a coma.
- A person with severe infections, the flu or pneumonia may show symptoms of dizziness, confusion, forgetfulness.
- A person with a concussion or brain injury may shows signs of confusion, memory loss, aggression.

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People whose first language is not French or English

We live in a multicultural society. That means all people from all cultures receive the same rights and freedoms. In your roles as a security guard many of the people you interact with might not speak or understand French or English well enough to communicate. Of important note in some other countries security guards are also involved in police work for the government in an official capacity. Some people may react strongly toward you because they have had bad experiences with authorities in their country. Please keep these things to keep in mind:

- Show lots of patience, respect and smile.
- Don't pretend that you understand them if you don't.
- Think clearly about what you want to say before you speak.
- Speak clearly and loud enough for them to hear you, do not raise your voice or yell.
- Speak slowly. You might need to ask them to speak more slowly if you do not understand them.
- Use understandable short sentences. Avoid using difficult words or slang.
- Ask them one question at a time.
- Respect their personal space.
- Consult your supervisor or general orders about communication protocols for specific situations and interacting with people with special needs specific situations.

Seniors and youth

- Always ask seniors if they need help before you act as some seniors might be very independent, and others may be frightened by your presence.
- Children might see you as a police officer, approach all children in a friendly non threatening way. Remember children are taught not to speak to strangers. And don't touch as this might lead to a misunderstanding of intentions.
- Teens may try to test your authority. It is important not to get into a power struggle when you interact with them. Be friendly and respectful.
- Consult your supervisor or general orders about communication protocols for specific situations and interacting with people with special needs specific situations.

People with mental illnesses

- It is important for you to have a general understanding of the major types of mental illnesses, so that you can make important decisions about how you can best relate to these people. Consult your supervisor or general orders about communication protocols for specific situations and interacting with people with special needs specific situations.
- Always remember that most people you meet with mental illnesses are not dangerous or violent. Strange behavior is a part of the disorder and don't take it personally. Look for a Medical Alert bracelet, and ask them about it.
- Tell them who you are, and that you are trying to help them, speak softly and calmly and use a tone of respect. Make sure that they understand what you are saying.
- If a person is mildly disturbed, keep a safe distance away and stand at an angle. You may be able to help calm them just by talking and actively listening to them.
- If a person is severely disturbed, recognize that their behavior is unpredictable and you may find it impossible to calm them.
- If this is the case, and you feel that the person is a danger to themselves or others, get help immediately.

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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.