Securitas Canada
Training and Development Programs
Exceptional Training Delivers Outstanding Service

At Securitas, we believe that knowledge is power and the best defense to 21st Century security threats is a well-trained, educated, and motivated security team. That is why Securitas has developed the best security service training programs in the security industry.

Our world is changing quickly, and Securitas is keeping pace by investing heavily in recruiting, selecting, screening, educating, and training our employees. Our commitment to ongoing improvement places Securitas at the top of the security profession. This catalog outlines the extensive resources that sharpen employee security skills and expands their professional development. It also exemplifies our commitment of providing unsurpassed employee training and development. Our proprietary programs teach vital skills and reinforce the Securitas values of Integrity, Vigilance, and Helpfulness through:

- Exclusive, stand-alone courses created by the award-winning Securitas Center for Professional Development (SCPD) that can be assigned on demand to meet industry, client, and employee-specific needs in real time.
- Customized — and customizable — curricula that provide on-going security training and career development for guards, supervisors, and managers.
- Our learning management system — the Securitas Online Academy — which leads the security industry in providing online training, testing, and complete progress reporting.

At Securitas Canada, we invest in our employees’ success because we know that Exceptional Training Delivers Outstanding Service!

William Barthelemy
Chief Operating Officer
Securitas Center for Professional Development

The Securitas Center for Professional Development (SCPD) is an award-winning team of professional course developers dedicated to designing and deploying unsurpassed security training programs. SCPD creates proprietary materials in a variety of platforms — from innovative E-learning curricula to exceptional classroom programs — that may qualify for continuing education university (CEU) and ASIS credits.

SCPD manages the Securitas Online Academy, a fully integrated, enterprise-wide, learning management system (LMS) designed to support training and development needs company wide. Security officers, their managers, and clients can participate in structuring measurable learning plans that may include:

- Certification programs in the fundamentals of security and advanced-level skills
- Specialized training programs in specific markets, such as High-Rise, Bank Branch Security, or Petrochemical Facility security
- Customized curricula that are site specific, employee specific, and compliant with local, provincial, and federal regulations

Securitas Canada devotes significant resources to training, because it is fundamental to every security solution. Our centralized team of SCPD professionals provides Securitas officers, supervisors, and managers with a world-class education in security and customer service.

Securitas Online Academy

The Securitas Online Academy helps reinforce Securitas Canada’s position as the industry leader in providing exceptional and reliable security services. The Online Academy is a one-stop learning management system (LMS) for locating and managing training and development resources. It is the ideal solution for meeting training compliance issues, matching or exceeding industry and regulatory standards, and providing sitespecific training.

The Securitas Online Academy utilizes a robust platform that:

- Allows managers to assign, monitor, and measure training for clients and their business needs
- Automatically produces comprehensive, real-time training reports that show clients the up-to-the-moment status of training and compliance on their sites
- Delivers and tracks consistent and standardized training across multiple sites
- Makes customized learning content and curricula available to clients of any size — from individual sites to multi-regional facilities — and for any client-specific need

In security, tracking and certification of training are critical; the Securitas Online Academy delivers both, plus a lot more. Powerful reporting tools allow clients and managers to set site-specific learning objectives, and then measure, track, and assess performance. The LMS link to the Securitas Client Portal allows clients to view training catalogs and to monitor the progression of security officer training.

Securitas Online Academy training is the key to unlocking the full potential of our employees, who have earned Securitas Canada a brilliant record of proven success in the security industry.
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COURSES FOR
SECURITY GUARDS AND SUPERVISORS
Access Control Equipment

This course covers the functions, benefits and limitations of access control technology. Topics include lock and key security; understanding and use of electronic access control devices; CCTV functions and monitoring techniques; and alarm technology and response. This course stresses that successful access control programs rely on both technology and vigilant security guards.

Course is available on LMS

Access Control Fundamentals

Access Control Fundamentals focuses on the core concepts of access control: monitoring and controlling the movement of people and property entering or exiting a specified area. Topics include providing excellent customer service while controlling access; procedures for allowing authorized people and products in; identifying and dealing with intruders; monitoring visitors; and keeping prohibited materials out.

Course is available on LMS

Accessibility for Ontarians with Disabilities (AODA)

This Training is designed to assist security practitioners in meeting the training requirements of the Accessibility Standards for Customer Service." This training helps to identify barriers to customer service for people with disabilities in key areas of daily living, and to remove and or prevent these barriers.

Course is available on LMS

Bloodbourne Pathogens

This course focuses on the type of bloodborne pathogens and the preventative measures security practitioners must take in order to protect themselves from contamination. Topics include how bloodborne pathogens are transmitted; methods of contracting; protective measures; and what to do in an emergency.

Course is available on LMS
**Bomb Threats**

This course provides specialized training to security guards as first responders to bomb threats. Topics include being prepared, remaining observant, fielding calls, and responding to and reporting bomb threat incidents. The Securitas Bomb Threat Checklist can be printed from within the course. A realistic simulation exercise gives security guards the chance to practice their skills.

Course is available on LMS

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**Canadian General Standards Board (CGSB) – Guard Training**

This 70 hour instructor led training program was developed to meet the federal requirements for all security practitioners working at federal government sites. The includes topics such as basic duties (SIP); professionalism; access control; report writing; legal; systems; response to emergency situations, effective communication; use of force and first aid and CPR.

Course is available through a qualified instructor

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**Crowd Control**

Focuses on how to help protect clients’ employees, guests, and property in situations that draw crowds, such as planned events, planned demonstrations, work stoppages, or fire and accident scenes. Topics include knowing the difference between a crowd and a mob, preparing for crowd control duty, managing aggressive individuals, and maintaining a professional demeanor.

Course is available on LMS

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**Customer Service Essentials**

Customer service is a fundamental duty of security practitioners. In this interactive e-learning course, students learn and practice the Securitas formula for excellent client service. Additional topics include the Securitas core values of Helpfulness, Integrity and Vigilance; the five fundamental customer needs; actions and attitude for outstanding customer service; and active listening skills.

Course is available on LMS
Dealing With Difficult Customers

Outlines the skills and practices needed by customer service professionals to defuse, calm, and positively resolve a negative encounter with a difficult person. The course focuses on active listening skills—listen, clarify, confirm, think before responding, acknowledge, explain, offer a solution—and how to act professionally and remain under control in a difficult situation.

Course is available on LMS

Emergency Response

Covers critical areas of understanding and following emergency response plans and the importance of personal safety. Dynamic interactive exercises reinforce learners’ understanding of how to respond to emergencies such as accidents and illnesses, leaks and spills, power outages, and natural disasters—including earthquakes, tornados, hurricanes, floods, and winter storms.

Course is available on LMS

Fire Safety

Teaches the fundamentals of fire prevention, detection, and response. Topics include fire hazards to watch for, the importance of vigilance and reporting in fire prevention, what to do in case of fire, safety first, guidelines for extinguishing a fire, the four classes of fire extinguishers and their specific uses, and the P.A.S.S. method for operating a fire extinguisher correctly.

Course is available on LMS

Harassment - Respect in the Workplace

This course defines and discusses harassment and discrimination in the workplace. Students are taught how harassment and discrimination hurts us all. Topics include Securitas policy and commitment to an environment free from discrimination and harassment; legal issues; guidelines for acceptable behaviour; and what to do if harassment or discrimination occurs. This course is required for completion by all Securitas employees.

Course is available on LMS
Management of Aggressive Behaviour

The Management of Aggressive Behavior: MOAB®
Introductory course presents principles, techniques, and skills for recognizing, reducing, and managing violent and aggressive behavior. The program also provides humane and compassionate methods of dealing with aggressive people.
Course is available on LMS

Patrolling Tips and Techniques

Patrolling is a fundamental duty of security guards. In this course participants learn about the function and purposes of patrol; patrol methods and types of patrol; and how to prepare for and conduct safe and effective patrols. Interactive exercises challenge learners to spot potential hazards and risks they might encounter while on patrol.
Course is available on LMS

Perimeter and Vehicle Access Control

This course addresses a primary duty of security guards: to keep intruders from breaching the perimeter of client sites — whether they are on foot or in vehicles. Topics include types and functions of perimeter barriers, the importance of maintaining clear zones, detecting and reporting perimeter breaches, conducting simple and visual searches of vehicles, and vehicle access control procedures.
Course is available on LMS

Radio Communications

This course focuses on how to use and care for a fundamental tool of the trade — the two-way radio. Topics include the function and common features of radios, range and limitations of radio transmissions, battery charging and maintenance tips, radio etiquette and communication protocol, and use of the “10-” codes.
Course is available on LMS
Report Writing

This course instructs learners how to produce complete and accurate reports. Topics include Do's and Don'ts of reporting writing, DARs and Incident Reports, and five rules of effective report writing — answer the 4 Ws, state facts clearly, be concise, be accurate, and report in chronological order. Interactive exercises also test users' quick observation skills.

Course is available on LMS

Securitas Values and Ethics

Values and ethics are the very core of Securitas’ identity. Our clients trust our officers to have the qualities of Vigilance, Helpfulness, and Integrity. This course explains the values and ethics that comprise those qualities and defines the standards of behavior that Securitas expects from all of its employees.

Course is available on LMS

Securitas Introduction Program (SIP)

SIP is a 9 hour training program, which includes video, PowerPoint presentations, instructor review and tests. The learning objectives are to inform recruits about the Securitas team, the basic security guard responsibilities, client service skills, loss prevention techniques, how to respond to emergencies, personal safety and learn about Workplace Hazardous Material Information System.

Course is available through a qualified instructor

Securitas Safe Driving Program

This course ensures that employees required to drive on the job have the knowledge and skills to safely operate their assigned vehicles. The training includes defensive driving, vehicle check, driver attitude, emergency situations and what to do in the case of an accident. Individuals driving a company marked vehicle will be required to successfully complete a road test in addition to the LMS course.

Course is available on LMS

Road test is provided by Branch Manager
Substance Abuse

This course addresses the safety and security issues that can result when substance abuse affects the workplace. Topics include the role of security guards to observe and report, signs of potential substance abuse, and how to respond properly to individuals who may be drug-impaired. Securitas policy and commitment to a drug-free work environment are also discussed.

Course is available on LMS

Telephone Excellence

This course demonstrates how to excel at customer service on the phone. It focuses on fundamental skills such as identifying oneself and addressing callers in a professional and courteous manner, speaking clearly using a pleasant tone of voice, using active listening skills to confirm caller needs, and procedures for providing assistance, taking messages, placing callers on hold, and transferring calls.

Course is available on LMS

Terrorism Threat Awareness and WMD

This course addresses the importance of preparation and vigilance in guarding against and mitigating terrorist attacks. Terrorism indicators are discussed, including a video presentation of suspicious behavior and activity produced by the Department of Homeland Security (DHS). Terrorist planning and attack methods and the appropriate responses to them are examined. Note that this course is U.S. material and not all organizations will be the same in Canada.

Course is available on LMS

Traffic Control and Parking Lot Security

This course addresses specific post duties that call for monitoring and directing traffic and maintaining parking lot security. Interactive graphics and exercises help security guards learn and practice significant points of traffic and parking lot security. Topics include controlling traffic flow, directing traffic using hand signals, safety awareness, parking garage patrols, and access control.

Course is available on LMS
Workplace Violence

This course aims to help employees prevent violent incidents by detecting, deterring and reporting aggressive individuals and their actions. Topics include how-to's on recognizing potentially violent individuals and situations; preventing incidents from escalating; recognizing the signs of domestic abuse; and properly responding to and following up on incidents. This course is required for completion by all Securitas employees.

Course is available on LMS
ADVANCED PROGRAMS FOR SECURITY GUARDS
Advanced Certification Training (ACT) 1

ACT 1 gives Securitas security guards a deeper understanding of security fundamentals. Modules incorporate quizzes, interactive exercises and animated graphics to reinforce learning. Topics include the role of private security, customer service, limits to authority, post orders, teamwork, vigilance, and professionalism. Security practitioners who successfully complete the course and exam receive a certificate of recognition.

Course is available on LMS

Advanced Certification Training (ACT) 2

ACT 2 covers essential security practitioner duties such as communications, access control and patrolling. Modules focus on report writing, telephone excellence, access control equipment, perimeter security, vehicle access control, and patrol techniques. Quizzes, interactive exercises and animated graphics are incorporated throughout the program to reinforce learning. Security practitioners who successfully complete the ACT 2 exam receive a certificate of recognition.

Course is available on LMS

Advanced Certification Training (ACT) 3

ACT 3 completes the three-part program. Modules address enhanced duties, skills and knowledge of professional security practitioners. The program uses interactive exercises, animated graphics and quizzes to reinforce learning. Topics include traffic control, parking lot security, crowd control, emergency response, workplace violence, substance abuse, harassment and discrimination, and crime scene response. After passing the final exam for ACT 3, security practitioners receive a certificate and a name badge, designating them as ACT Certified.

Course is available on LMS
Bank Branch Security

The bank branch training focuses on the particular skills required of security guards stationed at bank branches. Due to the potential of violence in this setting it is important that security practitioners understand how important it is to be visible and extremely observant on the site. Modules cover basic bank guard duties; handling conflict and crisis effectively; memory, perception and observation skills; protecting a crime scene; robbery prevention; and what to do if the bank is robbed.

Course is available on LMS

ChekOne

ChekOne is a device to track and manage service activities and employees in real-time. This device is a handheld is a fully featured cellular phone, GPS and Barcode Scanner developed for the service and security industries. The ChekOne software harnesses the power of the internet to provide a feature rich web based solution, enabling real-time automated monitoring, reporting, and actionable alerts for incidents such as panic situations, performance exceptions and compliance management.

Course is available on LMS

First Aid / CPR / AED

First Aid - This instructor led training provides first aid basics on how to deal with medical emergencies (such as choking) and injuries, and how to respond to environmental emergencies.

CPR - This instructor led training (normally coupled with First Aid and/or AED) provides students with the cardiovascular care techniques.

AED - This instructor led training provides students with the knowledge needed to use an Automated External Defibrillator (AED) so as to attempt to resuscitate a person in cardiac arrest.

Course is available through a qualified instructor
High-Rise and Commercial Building Security

This program addresses the enhanced skills needed to help provide safety and security at high-rise and commercial buildings. Modules cover the fundamental characteristics of high-rise and commercial-building properties, access control, customer service, elevator security, fire safety and emergency response. Additional topics include bomb threats, report writing, telephone excellence, radio communications, crowd control and limits to authority. Use of animated graphics, interactive exercises and simulations reinforce learning. Security practitioners may print a certificate of completion upon passing the final exam.

Course is available through a qualified instructor

Logistics Security

This self-study course is designed to give you a fundamental understanding of the logistics industry, the security issues it faces, and the focus on the student's role as a Securitas security guard. By completing the course the student will be able to:

- Understand what logistics means.
- Explain general concepts of the supply chain.
- Identify the major threats to the industry.
- Understand general procedures for access and traffic control, checking cargo, record keeping, and documentation.

Course is available in book format

On-Site Guard Management System for Guards

Instruction for the On-Site Guard Management System centers on teaching employees on how to log in, complete patrol inspections noting anomalies and reporting in real time so as to provide our client's with the best possible information to meet their security program. Employees are also provided instruction on the use of the camera function, barcode scanner and NFC token technology.

Course is available on LMS
Mistakes People Make

This engaging narrative traces the behavior of two very different security guards. The narrator is the kind of exemplary guard Securitas strives to hire and retain and his opposite is a chronic bungler who makes one mistake after another. The book covers most aspects of basic on-the-job security.

Course is available in book format

Thinking On Your Feet

This book is the account of a fictional security guard who meets various challenges on the job and describes how he deals with them. The text focuses on developing problem-solving skills for a variety of basic security situations.

Course is available in book format
PROGRAMS FOR SUPERVISORS AND MANAGERS
Alert and Alive: Defusing Anger and Violence in the Workplace

Every threat of violence is unique. For that reason, the information in this book is intended to provide guidelines for developing a systematic approach to threats of violence. No written material can ever take the place of independent judgment and decisions. You should consult professional resources, such as threat assessment specialists and attorneys, in addressing specific circumstances.

Course is available in book format

Art of Giving and Receiving Feedback

Good communication tops most people's list of important workplace skills. Though business offices, retail establishments, and shop floors are relying more and more on complex electronic equipment, not all of the information employees need is found online and in databases. Effective person-to-person communication is more important than ever as teams “form and storm,” management becomes more egalitarian, and employees learn to work cross-functionally.

Course is available in book format

Attitude: The Choice Is Yours

Attitudes are everywhere and everything in life! You simply can’t go through a single day without them. Your attitude today creates your actions, which produce your results. By gaining control of your attitude, you will gain control of your life. Therefore, the key to getting the results you want in life is gaining control of your thoughts and feelings.

Course is available in book format

Coaching And Counselling

Coaching and Counselling provides insights and practice on how to conduct successful coaching and counselling sessions. Topics include coaching employees for improved job performance; counselling individuals to define and work through personal issues affecting their work; understanding the difference between coaching and counselling; and disciplinary action in a unionized environment.

Course is available through a qualified instructor
Customer Service Excellence: It’s In The Details

Many companies claim that customer service is their first priority, yet few follow through on this promise. Providing exceptional customer service gives your company a competitive edge. Exceptional customer service does not come from a marketing brochure or from the company president’s speech. Exceptional customer service is given by each and every employee, each and every day. You are the reason your company stands apart from the competition.

Course is available on LMS and in book format

Developing Charlie: How to Grow Great Employees

Developing Charlie was written for managers and supervisors whose job is to develop others in order to accomplish their primary job of delivering quality products and services. They have many employees passing through their lives, and they are responsible for each employee’s development during that time. This book is not about what managers and supervisors should do to improve themselves; it’s about growing great employees.

Course is available in book format

Documenting Discipline

Documenting Discipline shows you how to use progressive discipline as a positive management tool. It shows you how to meet with an employee to help him or her correct a problem. It provides you with a format for writing disciplinary action memos. It focuses on your responsibility as a supervisor to help an employee understand and correct workplace problems.

Course is available on LMS and in book format

Doing The Right Thing: Ethics In The Workplace

Why behave ethically in business? There are several reasons. First, if you’ve ever been treated unethically, you know it was an unpleasant experience. People give as good as they get. Therefore, if you want people to behave ethically when dealing with you, you should behave ethically when dealing with them.

Course is available in book format
Effective Project Management

Though not a new concept, project management is becoming more widely used in all types of organizations. Today’s ever-changing business environment requires organizations to add flexibility to their structure and methods of supervision.

Course is available in book format

Empowerment Works

Just as we instill courage when we “en-courage,” we develop power when we “em-power.” Empowerment relies upon the willingness of employees at all levels of an organization to accept the responsibilities that accompany authority.

Course is available in book format

From Budgets To Balance Sheets

The intent of this book is to break through the mystique of financial management by turning numbers into simple words and pictures. The book is not all-inclusive, nor is it intended to make you an expert. If does nothing more than help you understand what questions to ask about those numbers, it will have been successful.

Course is available in book format

Handling Diversity in The Workplace

Kay DuPont is recognized as one of America’s foremost speakers and trainers in human communication and relationships. Her expertise extends to interpersonal skills, business writing, public speaking and presentation skills, teamwork and diversity, and relationship building. Her ability to assess her clients’ and readers’ needs, quickly establish rapport, and present solutions in a humorous, interactive way are the keys to her success. Her books and training programs help people communicate more effectively, create better impressions, and remove obstacles to better performance.

Course is available in book format
How To Get Everything Done And Still Have A Life

This time management course aimed at managers and supervisors focuses on the how-tos of prioritizing tasks, overcoming procrastination, organizing paperwork, conducting more productive meetings, and delegating tasks. Topics include time-saving techniques, strategies for developing better work habits, and managing multiple priorities.

Course is available on LMS and in book format

The Human Touch Performance Appraisal

The Human Touch, Performance Appraisal focuses on the process of conducting performance appraisals, not the paperwork or the "form." Applying the human touch helps managers get the most from their employees; it's a way to show employees that they sincerely care enough to listen to their goals, wants, needs, and expectations. Managers who implement the human touch build on their employees' strengths and help them reach their true potential.

Course is available in book format

Improving Workplace Performance Through Coaching

The goal of this book is to help managers, supervisors, and coworkers coach employees to overcome barriers and improve performance. This innovative approach to solving performance problems presents a coaching model and creative coaching techniques that will help managers create a supportive environment and address individual differences, including language, culture, age, and value systems.

Course is available in book format

Interviewing: More Than A Gut Feeling

This book will take you through the process of planning and conducting effective hiring interviews, and tell you how to evaluate the candidates to arrive at the right hiring decision. The reader will learn how to predict a candidate's future job performance and hire people who will truly be successful in their jobs.

Course is available in book format
Investing Time For Maximum Return

What you do with your time makes up your life. When you make the commitment to choose what you do with your time, you take control of your life. This book shows you how to do that. It provides a complete process for managing your most precious resource-TIME. It will give you a strategy to maximize the use of your time.

Course is available in book format

It All Adds Up: An Introduction To Basic Business Math

In business, you use math to determine discounts, estimate profits, and compute payroll. Reviewing basic math skills and applying math to a variety of tasks will help you feel more at ease in most business situations. The book provides descriptions on how to compute an assortment of calculations. Use this book as an ongoing resource at home and in the workplace.

Course is available in book format

It’s A Jungle Out There! Dealing With Difficult People

Using this guide is an important step toward dealing well with others in your current work situation. You’ll also find the information in this book to be helpful when you think of moving to a new position and even in your personal life. When you apply these strategies, you won’t feel as if you’re chopping your way through the jungle. You’ll enjoy walking a smoother path instead.

Course is available in book format

Job Strategies For New Employees

This book will provide answers to questions you have about entering a new job situation. Included in the training are strategies for Success; examples of potential job situations encountered in a new position; and practical, step-by-step solutions to common obstacles.

Course is available in book format
Keep Them Calling: Superior Service On The Telephone

Each time you use the phone at work, you become the company. That’s the basic premise of this book. You represent your organization each time you pick up the telephone. How you represent your company defines our success on the job. When you’re successful in your work, you also experience less stress, better pay, and more prestige. So, even though you are working for the company’s success, when you deliver excellent customer service on the phone, you are enhancing your own well-being too.

Course is available in book format

Leading Teams

Teams have always been an effective way for people to get things done, but organizations, and the managers who run them, have not always understood this. With the success and popularity of management approaches such as “Total Quality Management” and “Reengineering,” there has been a growing interest in the use of teams instead of the traditional approach of individuals doing highly specialized tasks. It works!

Course is available in book format

Listen Up: Hear What’s Really Being Said

Although it’s a process that takes time, patience, and practice, learning to be a good listener pays many dividends at work and at home. It allows you to better understand what everyone around you — your boss, coworkers, subordinates, spouse, parents, even your children — are “really” saying. It also minimizes the potential for conflict with others.

Course is available on LMS and in book format

Making Change Work For You

If you’re a person who is or soon will be going through some kind of organizational change — or someone who has gone through the change and now wants to make sense of it all — then this book is for you! This book will help you understand yourself and others and the dynamics of the change process. Its goal is to provide you with the information you need to become your own expert at making change work for you — whether it’s organizational change or personal change.

Course is available in book format
Making Meetings Work

Whether you attend meetings as a participant or a leader, you are investing your time, presence, preparation, and concentration. Your investment may also include your reputation — the skills with which you plan, conduct, and contribute to meetings. This skill requires confidence and competence in multiple areas, such as organization, leadership, time management, space management, problem solving, conflict resolution, oral and written communication, group dynamics, and training strategies.

Course is available in book format

Managing Workplace Conflict

Conflict in the workplace happens every day — and with our hectic, ever-changing work environment, it’s no wonder. Because conflict is so common, each of us needs to develop the skills necessary to manage conflict productively. The good news is that when properly managed, conflict provides a chance for us to learn from each other, to improve our work methods, and to build team solidarity. Managing Workplace Conflict will help you handle conflict confidently so you get positive results.

Course is available in book format

Motivation in the Workplace

This course provides managers and supervisors with insight and techniques on how to acknowledge, motivate and reward their team members. Topics include work-based needs; money and motivation; managing for continuous improvement; positive and negative feedback; and practical solutions to increase workers’ motivation.

Course is available on the LMS and in book format

On-Site Guard Management System for Managers

The On-Site Guard Management System is software that is intended to assist a Branch Manager in the performance of the management of the security guard force. The system has been designed to interface with SecuritasConnect to provide our clients and our security guards with vital, real-time, information allowing you and the Client to better manage the security program.

Course is available on LMS
Outstanding Customer Service

Outstanding customer service means more than developing good communication skills; though these skills are very important. In order for an organization to provide outstanding customer service, it must develop customer service systems that support and reinforce customer service skills. Customer service systems include hiring, training, rewards, call servicing, repair, support, and order processing, to name just a few.

Course is available in book format

Practical Scheduling

Practical Scheduling is an instructor led training program given over a 2 ½ day. During this program students are taught how to create and deactivate a contract in SAFES. They will also learn how to build a master schedule and work with working schedules each week. Students will learn how to run reports necessary to look for errors in weekly data and make the necessary corrections prior to and after upload.

Course is available through a qualified instructor

Problem Solving

This course provides the learner with the necessary skills to solve problems using a systematic step by step approach to any situation. During the training the student will learn how define the problem by getting to the root cause; generate possible solutions; select a solution that is best for the situation; implement the solution and evaluate its progress and finally seek to improve the results through continuous improvement.

Course is available on LMS

Role of the Supervisor

This course gives supervisors the fundamental tools to self-manage and supervise others. Topics include establishing yourself in your new role; practicing the attitudes and behaviours of successful Securitas supervisors; delegating; team building; and decision making.

Course is available through a qualified instructor
Scheduling Concepts

Scheduling Concepts is designed to prepare the learner for the challenges of the scheduling role so that they can be effective and efficient. This training covers expectation of a scheduler, principles of creating a schedule, what part human resources plays in scheduling, effective control of overtime and how to avoid common scheduling errors.

Course is available in book format

Securitas Connect

The Securitas Connect training is an overview of the Connect system which allows our Branch Managers to provide our clients with transparency into our business. The training also describes how the Branch Manager can get real-time access to information that will help drive performance so that the Branch Manager and the client get the most out of the security program.

Course is available on LMS

Securitas Security Management Level 1 (SSM 1)

This program provides managers with a broad understanding of uniformed security operations. E-learning modules incorporate interactive exercises, animated graphics, and quizzes to reinforce learning. Topics include: the principles, techniques and concepts of physical security; an overview of security assessment, with emphasis on the critical operational analysis process; and the role, duties and organization of the guard staff. There is an accompanying student textbook and a required final project.

Course is available on LMS and the accompanying student textbook and final assignment is available on the knowledge library.
Securitas Security Management Level 2 (SSM 2)

The SSM2 Program helps Securitas security managers enhance their expertise as security consultants to clients. The program comprises both e-learning modules and a Reference Manual. Interactive exercises, animated graphics, and multiple online quizzes and exams are used to reinforce learning. Topics include: risk analysis, interior and exterior physical security measures, integrated physical protection systems, security project management, and physical security planning. This program covers the major subject areas tested on the ASIS Physical Security Professional (PSP) examination.

Course is available on LMS and the accompanying student textbook is available on the knowledge library.

Securitas Security Management Level 3 (SSM 3)

In Securitas Security Management: Level Three the focus is on ways that management can perform more accurate, effective risk assessments. These skills are necessary to understand your customers' needs, possibly even better than they do and to provide the best, most cost-effective security solutions and programs to meet and exceed their individual needs. Topics covered are research methods and skills; assessing value; assessing threats and hazards; assessing vulnerabilities and fundamentals of information security.

Course is available on LMS and the accompanying student textbook is available on the knowledge library.

Securitas Security Management Level 4 (SSM 4)

Security Management Four provides you with fundamental concepts that will allow you to be conversant in the areas related to convergence as applied to physical security and information technology. Frequent and rapid advances in technology are affecting the security industry, and as in other businesses, those who lag behind will have an increasingly difficult time catching up.

Course is available on LMS and the accompanying student textbook is available on the knowledge library.
Self Esteem: The Power To Be Your Best

Through its proven techniques and probing exercises, this book shows you how to bolster your self-esteem and enhance a positive self-image. It also explains how goal setting helps you focus on those things about yourself that you want to improve. As the old song goes, "Accentuate the positive, eliminate the negative."

Course is available in book format

Sold on Selling: Skills And Techniques

Scheduling Concepts is designed to prepare the learner for the challenges of the scheduling role so that they can be effective and efficient. This training covers expectation of a scheduler, principles of creating a schedule, what part human resources plays in scheduling, effective control of overtime and how to avoid common scheduling errors.

Course is available in book format

Stress Management

This training program is intended to help both Management and site staff in dealing properly with stressful situations they may encounter during the course of their lives. Topics include the different types of stresses, responses to stress, how to deal with stress positively and the ten commandments for dealing with stress.

Course is available on LMS

Supervising Difficult Employees

Most supervisors and managers work their way up through the ranks by demonstrating a mastery of skills related to their occupation. After being promoted into management, few new supervisors get the training they need in the "soft" skills of employee relations. The assumption is that if they can do the work that well, they can get others to do the same, and that's a poor assumption.

Course is available in book format
Supervisor Safety Training

To advise and enable Securitas Supervisors to fulfill their duties and responsibilities with respect to Health & Safety. The training includes topics on the internal responsibility system, due diligence, the three rights, definition of duties and responsibilities of supervisors under the Occupational Health & Safety Act, rights, duties and functions of the joint health and safety committee as outlined in the OHSA, and the role of supervisor in regards to investigations.

Course is available on LMS

Taking The Step Up To Supervisor

Becoming a supervisor is your first step in the challenging and rewarding field of management. You have earned a new level of responsibility and authority because of your technical skills, attitude, and potential. Now you must master different skills to help you continue to advance and grow. This book will help you do that.

Course is available in book format

Team Up For Success

Teams seem to be appearing everywhere in the workplace. They may not all call themselves teams; they may use terms like task force, committee, group, or panel. But regardless of what they call themselves, the success of these teams depends on whether or not they learn to function as a team.

Course is available in book format

Ten Tools For Quality

Continuous Quality Improvement. You’ve heard about it. You’ve seen much written about it. You may even be applying the concepts (successfully or not so successfully) right now on the job. The quality revolution is upon us, and unlike some of the other corporate revolutions you may have been through, this one’s here to stay!

Course is available in book format
That's No Problem

Herman Melville noted that “a smooth sea never made a successful sailor.” If our lives were free of problems, they would not only be boring, but they would also deny us the chance to develop our talents. Through solving problems, we discover new approaches, uncover new opportunities, and recover lost confidence. But for many people, the process of solving problems is a haphazard one.

Course is available in book format

Training That Works

On-the-job training is used more frequently than any other training method. Whenever you tell an employee how to do something, there is an assumption that it’s on-the-job training. But while there may be training, there may be very little learning. And if the employee doesn’t learn, the employee hasn’t been trained.

Course is available in book format

We’ve Got To Stop Meeting Like This

Do you believe that meetings frequently are not a good use of your time? Have you said to yourself. “Why am I here?” Do you work with people who are not sensitive to the costs related to meetings? Have you ever felt trapped in a meeting room? Have you filled your note pad with doodles out of boredom? Is lack of focus or digression from the subject a problem in the meetings you attend? If you answer yes to any of these questions, then the ideas contained in this book can save you time and money and help your team or organization become more effective.

Course is available in book format

Why Didn’t I Think Of That

The need for creativity has never been greater. Leaders must develop visions that have no precedent. Teams are being asked to stretch beyond present paradigms to create innovative solutions. Millions of workers who were once told to check their thoughts at the door are now being asked to contribute ideas. Armed with the skills from this book, you will be better equipped to succeed in this age of change.

Course is available in book format
Writing For Business Results

Have you ever thought, “I wish I were a better writer?” Or perhaps, “I wish I felt more confident that my writing is effective?” Wherever you fall on the scale of writing skills, this book is designed for you. If you are just beginning your career and need basic help with your business writing, you will find the principles of good business writing in succinct, clear language. If you are an experienced writer who needs a refresher, you will find your skills reinforced and enhanced with this presentation.

Course is available on LMS and in book format

You Can’t Do It All

Most accomplished leaders would agree that delegation is one of the most important skills (if not the most important skill) in their repertoire. It’s much more difficult to practice effective delegation than it is simply to understand it. But if you apply this book’s techniques, you’ll find yourself managing the delegation process with assurance in no time!

Course is available on LMS and in book format

Work Stoppage

This training focuses on the effective Management of setting up and running a security program during labour disruption at a client site. Training includes topics on completing an Operational Analysis to determine the vulnerabilities of a site, building an action plan, laws and regulations regarding work stoppage in Canada, and what to do in an emergency.

Course is available on LMS and in book format
Securitas Online Academy Custom Curricula

In addition to the many training programs available, Securitas training professionals can work with Branch Managers and Area Vice presidents to create training curricula customized for any client site. Curricula may contain any number of items—from the Securitas’ library or any other source—with completion requirements tracked through the Securitas Learning Management System. Curricula can be automatically assigned upon hire or change in job position or site.

For example:

**Client A**

ACT 1 – due 30 days from assignment  
ACT 2 – due 60 days from assignment  
ACT 3 – due 90 days from assignment  
CPR – due 6 months from assignment and recertification due within one year

**Client B**

Securitas On-Site Guard Management System – Introduction and Getting Started due 10 days from assignment; Site specific training due in 20 days  
Post Orders Assessment – due 30 days from assignment  
Safe Driving – due 30 days from assignment and thereafter every two years  
ACT 1 – due 60 days from assignment

**Client C**

CGSB Guard – Due before assignment to site  
Bank Branch Security – Due within 30 days of assignment  
Management of Aggressive Behaviour – Due within 60 days and reassigned every 12 months  
Workplace Violence completed upon hire and every 12 months  
Traffic Control and Parking Lot Security – Due within 60 days of assignment