

# Frontline for Security Staff

## Aim

To advise and guide the learner in a practical and fun way on the finer points of reception and communication excellence. This workshop has been adapted from our Frontline Reception I workshop to address the specific requirements of security staff. This workshop addresses the need for professionalism and also creates awareness of the importance of this position for both internal and external clients, and with that awareness the need for being self-motivated and knowledge driven.

## About this Course...



*To advise and guide the learner in a practical and fun way on the finer points of reception and communication excellence.*

## Who Should Attend this Course?

This course will benefit all security personnel who interact with the public.

## Outcome

At the end of this workshop the delegate will have the necessary knowledge to provide a professional and complete "shop window" for both personal and telephonic callers to a company. They will also be aware of their responsibility to their colleagues.

| SAQA US ID | NQF LEVEL | CREDITS | US TITLE |
|------------|-----------|---------|----------|
| N/A        |           |         |          |

Duration: 1-Day

## Content

|   |   |
|---|---|
| Attitude and Aptitude   | <ul style="list-style-type: none"> <li>How to realise our full potential. What should we expect from ourselves? An exercise in self-assessment</li> </ul>   |
| Understanding People  | <ul style="list-style-type: none"> <li>Why we relate really well to some people and simply don't understand others. A module on personality profiling and how to effectively implement the knowledge. We look at this <b>mostly from a client's</b> perspective.</li> </ul> |
| First Impressions Last, your environment, your grooming       | <ul style="list-style-type: none"> <li>Understanding how you are the first link in the chain of impressions.</li> </ul>   |
| Body Language   | <ul style="list-style-type: none"> <li>How important is this form of non-verbal communication? Looking at eye contact, posture etc.</li> </ul>  |
| Communication Starts With the Ability to Listen               | <ul style="list-style-type: none"> <li><b>What goes wrong if we don't understand our clients?</b> Looking at foreign languages, different types of listening, types of questions, positive speech, the 7 Cs of effective communication</li> </ul>                           |
| The Etiquette of Meeting and Greeting                         | <ul style="list-style-type: none"> <li>How to be an effective interface between your company and the customer, meeting and greetings concluded through role play wherever possible</li> </ul>   |
| The Etiquette of Telephonic Liaison                           | <ul style="list-style-type: none"> <li>A brief look at answering calls, taking messages, and understanding the important parts of the call</li> </ul>   |
| Effective Communication Skills                                | <ul style="list-style-type: none"> <li>Ensuring information is offered and received in an effective manner. Universally accepted methodologies. Dealing with difficult clients</li> </ul>   |
| Exceeding Expectations  | <ul style="list-style-type: none"> <li>Explaining the difference between good enough and best</li> </ul>  |
| <b>Solidifying My Role as "Director of First Impressions"</b> | <ul style="list-style-type: none"> <li>Contacting your company must be a pleasant and satisfying experience – how to ensure this image is portrayed to your customers</li> </ul>  |
| What Procedures Should You Have?                              | <ul style="list-style-type: none"> <li><b>Having everything at hand... Maps etc.</b></li> </ul>   |