



Staff Training

Frontline for Security Staff

Course Outline



Your business outcomes are our priority. Proving impact in real time.

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.

Duration: 1-Day

Content

Topic	Details
Attitude and Aptitude	How to realise our full potential. What should we expect from ourselves? An exercise in self-assessment
Understanding People	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 mostly from a client's perspective.
First Impressions Last, your environment, your grooming	Understanding how you are the first link in the chain of impressions.
Body Language	How important is this form of non-verbal communication? Looking at eye contact, posture etc.
Communication Starts With the Ability to Listen	What goes wrong if we don't understand our clients? Looking at foreign languages, different types of listening, types of questions, positive speech, the 7 Cs of effective communication
The Etiquette of Meeting and Greeting	How to be an effective interface between your company and the customer, meeting and greetings concluded through role play wherever possible
The Etiquette of Telephonic Liaison	A brief look at answering calls, taking messages, and understanding the important parts of the call
Effective Communication Skills	Ensuring information is offered and received in an effective manner. Universally accepted methodologies. Dealing with difficult clients
Exceeding Expectations	Explaining the difference between good enough and best
Solidifying My Role as "Director of First Impressions"	Contacting your company must be a pleasant and satisfying experience – how to ensure this image is portrayed to your customers
What Procedures Should You Have?	Having everything at hand... Maps etc.

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

[Enneagram Group Coaching Journey](#)

[Enneagram: Insight to Action](#)