



**BUSINESS TRAINING**



True Security Design is a comprehensive provider of all safety, security, and investigative needs for your organization. TSD Training is now offering programs for all of your employees; executives, administrators, supervisors, clerical, and line workers. Our programs are designed to cover the topics required by law, courses to keep employees safe at work as well as topics that will help your people excel, advance, and become leaders in your workplace. Our live programs are presented with the student in mind; the instructor is an experienced presenter combining fun, a passion for the topics, and an understanding of how people learn.

**Our experience and comprehensive approach deliver optimum results for our clients.**

### **Crisis in the Workplace / De-Escalation**

Crises are often unexpected events that can be brought on by an internal employee or intruder. Unfortunately, it is often our co-workers that are the ones in crisis and threatening violence to other staff members. The early recognition that a potential crisis is imminent can lead to effective action and prevent or at least reduce its impact. Every day, people are called upon to intervene with a person in crises which may become dangerous if not de-escalated properly.

This course will teach you how to:

- Define a crisis, de-escalate and understand a person in crisis
- Control your emotions during a crisis
- Influence and communicate with a person in crisis
- Diffuse and resolve a crisis situation effectively
- Learn how to use the behavioral stairway to effectively influence change in a person in crisis

"Given the times we live in, we wanted to provide our employees with the knowledge and training they need to recognize danger and react in the best way possible. He presents in an easy to understand manner, giving employees valuable information, stressing 'awareness and preparedness' rather than fear."

**Tim Winter, Manager, Newsday Security**

"The presentation helped me identify weaknesses in my facility security program and provided solutions and examples for risk mitigation. I plan to pursue and coordinate this exact lecture with Joe for my entire facility."

**Ricky Dumlao Director, Facility & Maintenance**

### **Surviving an Active Shooter in the Workplace**

The number of active shooter/active killer incidents are on the rise nationwide and no one knows when or where the next attack will take place. Is your staff prepared to survive a deadly encounter? This class is a hands-on active shooter response training for everyone in your building. Our program goes well beyond the standard "Run-Hide-Fight" presentation. We look at the historical record of these kinds of attacks to find the lessons to be learned from each horrific event. Knowing how these attacks unfold can help you make the right decisions during a violent and chaotic incident.

We offer two distinct programs:

- A classroom presentation where your staff will learn the tell-tale signs of the "internal threat", a person with legitimate access to your facility, but who may be a danger as well as the outside attackers who target your office space. We cover how to evaluate these threats, when to report concerns and how to protect yourself during a violent event. This program also includes a work place walk through where our instructors provide direct recommendations for surviving an active shooter.
- Everything in the initial class with the addition of an actual on site "drill" using our highly trained role players, we prepare your staff to respond and survive a shooting event in their own work place and then simulate an actual attack so your staff can use what they have learned in real time, in the place they work.





## BUSINESS TRAINING

### EEOC | Sexual Harassment, Workplace Violence

**Goal:** To ensure every employee understands the proper way to behave and interact with other employees in a modern professional workplace.

**Objective:** The student will understand how the words, gestures, and comments they use in the workplace can cause others to feel uncomfortable, demeaned, or afraid and how to interact appropriately.

**Success Criteria:** The students will have a clear understanding of proper behavior in the workplace

"You and your team did an excellent job. Joe is a true professional and an engaging, knowledgeable speaker. I, in particular, appreciated how Joe always kept the company's best interest in mind when responding to questions and concerns of the staff."

**Stuart Richner, President, Richner Communications, Inc.**

### Team Oriented Attitudes

**Goal:** The student will understand the need for being a productive, cooperative team member that works for the good of the team in a way that promotes the mission of the team in the workplace.

**Objective:** The student will learn how to address personality differences, and work styles and overcome problems when working with other people on a team to accomplish their goals.

**Success Criteria:** The student will be able to articulate problems solving strategies for dealing with other people on a team, as well as understand the value of working as a unit to accomplish goals.

"I sat mesmerized through the whole class, this was phenomenal !!!! Such great stuff that people wouldn't even think about, simplicity, common sense things. I loved every moment of it. You are a natural and having been on the police force is major."

**Elle Kronyak, Berkeley Springs W VA.**

### Making the Professional Presentation

**Goal:** The student will understand what elements are needed to make a professional, memorable, and effective presentation.

**Objective:** Students will be able to create a presentation of value and present it in a way that the audience finds enjoyable and memorable.

**Success Criteria:** The student will be able to make and demonstrate a short presentation using the elements taught in the class.

"My entire staff and I enjoyed your training tremendously. The guys keep asking to have you back next year. You made the topics, exciting and engaging for the entire staff."

**Anna Rimada, Core Facilities Manager, NY/ NJ Port Authority**

### Ethical Behavior

**Goal:** to help the student recognize the need for identifying and practicing ethical behavior in all they do, so they can make sound judgments and act in an appropriate manner at all times.

**Objective:** are to identify the areas and activities in the work place and in our private lives where adhering to sound ethical guidelines builds character, responsibility and personal growth.

**Success Criteria:** Students will be able to understand the need to act in an ethical manner in all parts of their life.

"We live in uncertain times and the information presented could help save lives when confronted by an armed intruder at the workplace".

**Rosemarie Kluepfel, Assistant Branch Manager, Fairway Independent Mortgage Corporation**

