

## Security Course 6

### SECURITY LEADERSHIP AND HUMAN DOMAIN

**Main subject:** *Security Leadership Enhancement*  
**Secondary Course:** *Improvement of the Human Factor's Performance*

- OBJECTIVES:** To enhance leadership and analysis skills for improved operation during routine, alert & emergency operation.
- To focus on subjects that have a strong impact upon the performance of a leader including specific communication, presentation and reporting skills required for security leadership.
- DESIGNED FOR:** Leaders of security systems. Public security managers and directors of private security
- COURSE LENGTH:** 4 days (40 academic hours)
- PRICE:** 16, 000 US\$ for a group of up to 15 participants  
Instructor's travel and living expenses are not included
- DIPLOMA:** Individuals who successfully complete the course will receive a certificate for their participation in a PSOS - Professional School Of Security course

### TOPICS COVERED:

- Opening** (2 hr)
- Principal components of a dynamic security system
  - Israeli security system: its structure and uniqueness
  - Course's logics and program
- Security Leadership Enhancement** (24 hours)
- About Management and Leadership** (1 hr)
- Essential difference between both of them
  - The Possibilities and meanings of both of them

<b>Self management and managing others</b>	<b>(1 hr)</b>
<ul style="list-style-type: none"><li>▪ Principles of self management</li><li>▪ Core principles in managing a team</li></ul>	
<b>Improving the presentation skills: effective message transmission</b>	<b>(6 hr)</b>
<ul style="list-style-type: none"><li>▪ The process of building the main message</li><li>▪ What to prepare? How to get ready?</li><li>▪ Techniques for an effective oral message transmission</li><li>▪ Skills exercise: body language, rhythm, tone, emplacement</li><li>▪ Time management in message transmission</li></ul>	
<b>Moral dilemmas in conflict situations</b>	<b>(2 hr)</b>
<ul style="list-style-type: none"><li>▪ Between the Company's interest and the workers' interest</li><li>▪ Between the investment in human resources and the investment in technologies</li></ul>	
<b>Interpersonal conflicts solution</b>	<b>(4 hr)</b>
<ul style="list-style-type: none"><li>▪ Interpersonal conflicts creation: causes and reasons</li><li>▪ Methods and ways to settle and solve disputes between subordinates</li></ul>	
<b>Managing work teams</b>	<b>(4 hr)</b>
<ul style="list-style-type: none"><li>▪ Correct team construction</li><li>▪ Maintenance of a team in prolonged routine</li><li>▪ Reinforcement of an existing team</li></ul>	
<b>Managing and organizing personal information</b>	<b>(2 hr)</b>
<ul style="list-style-type: none"><li>▪ Emails</li><li>▪ Ways to keep information classified and protected</li><li>▪ Availability of information and capacity to easily retrieve it</li></ul>	
<b>Time management</b>	<b>(2 hr)</b>
<ul style="list-style-type: none"><li>▪ Methods and ways to better manage precious time</li></ul>	
<b>Report and reporting</b>	<b>(2 hr)</b>
<ul style="list-style-type: none"><li>▪ Definition of the report's aim</li><li>▪ Proper report construction</li><li>▪ Control techniques on the reporting</li><li>▪ What determines the quality of the reporting</li></ul>	
<b>Human Factor Performance's Improvement</b>	<b>(12 hours)</b>
<b>Decision taking and command under pressure and threat situations</b>	<b>(3 hr)</b>
<ul style="list-style-type: none"><li>▪ Factors and reasons of frequent errors</li><li>▪ How errors could be avoided</li></ul>	

<b>Transition from routine to alert emergency- the 5 situations</b>	<b>(1 hr)</b>
<ul style="list-style-type: none"><li>▪ The meanings of the transition from one situation into another</li><li>▪ The differential method on the transition</li></ul>	
<b>Management of a Security System in routine</b>	<b>(2 hr)</b>
<ul style="list-style-type: none"><li>▪ The function and challenges of the CSO in routine</li><li>▪ The balance between alertness and impassiveness</li><li>▪ Motivating the security team</li></ul>	
<b>Management and Command in alert and uncertainty situations</b>	<b>(3 hr)</b>
<ul style="list-style-type: none"><li>▪ The leader's functions in alert and uncertainty situations</li><li>▪ Preventing errors</li><li>▪ Attitude towards the threatened public</li></ul>	
<b>Command in emergency situations</b>	<b>(1 hr)</b>
<ul style="list-style-type: none"><li>▪ Principles of effective command</li><li>▪ Emergency Language: components and ways to enlarge it effectiveness</li><li>▪ The emplacement dilemma</li></ul>	
<b>Open discussions for sharpening the principle dilemmas</b>	<b>(2 hr)</b>
<ul style="list-style-type: none"><li>▪ Motivation and drive</li><li>▪ Balance between control, freedom and responsibility</li><li>▪ Combination between different means to invest in the human factor training</li></ul>	
<b>Closing</b>	<b>(2 hr)</b>
<ul style="list-style-type: none"><li>▪ Concluding discussion, summary and conclusions</li><li>▪ Diplomas distribution</li></ul>	