



THE ULTIMATE SECURITY GUARD TRAINING HANDBOOK

Want to know what it takes to be a security guard? We've compiled a handbook with everything you need to get your career off the ground!

Introduction

Security has been a constant concern for many businesses — from stealing and armed robbery to physical altercations. These organizations rely on security guards to keep situations like these at bay and ensure that they are dealt with quickly and effectively. Because of the constant threat, security personnel must always remain alert. As a result, security guards must have a specific set of skills and qualifications to be prepared for any of these situations.

A job in the security field can be perplexing if you don't know what to expect. If you want to find out how to become a security guard, keep reading! This guide will walk you through everything you need to learn to jumpstart your career.

Chapter 1:

What Does a Security Guard Do?



A security guard's job is to keep people and property safe from harm. They may be stationed in a particular space or facility for the duration of their shift and are responsible for keeping an eye on the area they have been assigned to monitor. It's also part of their duty to deal with any issues relating to criminal activity, property damage, or other disruptions and notify the proper authorities. Security guards may also perform the following tasks:

- Check for and provide guest passes to people who access a particular location
- Keep an eye on security cameras' video feeds
- Implement security measures like metal detectors and bag inspections
- Ensure that areas are secure in repair emergencies and other concerns
- Conduct regular inspections of assigned areas
- Alert local law enforcement of any incidences
- Prevent or detain anyone suspected of engaging in risky or unlawful behavior

Chapter 2:

Requirements for Becoming a Security Guard

Security guards require specialized education and training, and certain states and businesses may demand certification. The following is a broad summary of the qualifications that may be expected of a security guard:

Education

Any security guard hired must have at least a high school diploma or GED to qualify for employment. Although having a bachelor's degree isn't always necessary, it can help you land a job.

Training

State laws dictate the specifics of security guard training, licensing, registration, and certification. In most cases, Security guards must undergo training for a minimum of 48 hours in their first 100 days of employment.

Certifications

Security guard registration, licensing, and certification are all governed by state legislation. People typically fulfill these qualifications after being hired for the job. If state certification isn't necessary, you could pursue other types of credentials to demonstrate your knowledge in their stead.



Chapter 3:

Essential Qualities of a Security Guard

A security guard should be well-equipped with a wide range of skills to keep an area safe. A few of these qualities come naturally, while others must be practiced and learned through formal education or certification programs. To become an excellent security officer, you need to be conscious of your strengths and work on improving them. Most security guards have the following characteristics:

Observation Skills

Security guards spend a large portion of their day looking out for suspicious activity on the facilities of the companies or events they work for. They have astute observation skills, which allows them to see irregularities and determine the best course of action.

Honesty

This type of position necessitates a close working relationship with your employer. Your employer is counting on you to make sound judgments that will safeguard their interests and those of the public.

Quick Reflexes

When you're a security guard, you must always be aware of what is happening around you. Your ability to react promptly in the face of a potentially hazardous scenario should reflect your level of vigilance. Security guards need to assess a situation swiftly and come up with a plan of action.

Rationality

Fast reflexes aren't enough for a security guard. They must also be able to accurately assess whether an object or situation is truly dangerous, as well as the magnitude of the threat in question. Rationality is based on understanding each facet of a scenario and foreseeing how it will unfold.

Chapter 3:

Essential Qualities of a Security Guard

Leadership and Teamwork

There are several instances in which security guards work together to guarantee that the facility's perimeter is entirely protected. In these situations, they must know when to assert themselves and follow orders from others. As a result, everyone in the group will be more efficient.

Communication Skills

A security guard's communication skills are crucial in all aspects of the profession. These skills are required when you work as part of a team, collaborate with emergency services, address workplace issues, and regularly interact with your colleagues and superiors.

Fitness

Everyone can achieve physical fitness if they put in the time and effort. Because of the numerous physical demands of the job, a security guard must be in excellent physical condition. Patrolling an extensive area, working on night shifts, or pursuing a thief are all examples of what it involves. Guards who are in excellent health can respond more quickly and focus their attention on the task at hand.

Conciliatory Attitude

Even though security guards are trained to anticipate the worst-case scenario, their first objective should be to diffuse tense situations and avert possible dangers. Because of this, a security guard's ability to remain calm and cool under pressure is essential. This is even more critical for those assigned in densely populated areas, as confrontation is more likely.

Chapter 4:

Security Guard Training Areas

Having a thorough understanding of many security aspects is critical in today's world. Here are some areas where security guards receive training:

Crisis Management

Security guards are expected to respond quickly in the event of a crisis and do their best to limit the damage. Several responsibilities are assigned to them throughout emergency protocols, and they need to know how to handle crises. Events like intruders, fire, earthquakes, explosions, and firearms are among the most common causes of emergencies. Depending on the severity, injuries and damage to property may range widely.

When dealing with a crisis, a security guard must be aware of what to do and how to respond. However, emergency responders' roles are often dictated by their clients or employers. Security guards should have a thorough understanding of this before they get on-site using documentation provided by the employer.

Emergency response to an intruder alert is one example where the employer's preference comes into play. There are two options for the security guard to choose from:

1. Contact their employer and law enforcement and wait for them to arrive.
2. Secure the location and investigate the alarm's primary cause.

The client's protocol will dictate how the security personnel acts in either situation. A guard should phone the authorities promptly if they see evidence of a crime being committed and keep a watchful eye on the scene away from harm's way.

Diversity Training

Security plays a critical role in fostering an equitable, diverse, and inclusive environment. Security guards serve as the initial line of defense for individuals who are subjected to harassment, racism, prejudice, and sexism. For minorities to feel safe, having faith that security is aware of their needs is essential. As such, those pursuing a career as a security guard need diversity training.

Chapter 4:

Security Guard Training Areas

Diversity training refers to a specific type of professional training that teaches participants how to work and communicate effectively with people from a variety of backgrounds. Diversity is fundamentally about accepting and respecting individuals for who they are, despite their apparent differences.

In terms of diversity, there are several different aspects to consider, such as:

- Culture
- Language
- Gender
- Education
- Skills
- Social Roles
- And many more!

When people begin to see the value in diversity, they go beyond simply appreciating one another's differences and begin to embrace them as strengths.



Chapter 4:

Security Guard Training Areas

Use of Force and De-escalation Techniques

More people can be protected from danger if security officers are trained in de-escalation tactics. De-escalating a hostile situation is always preferable to engaging in a physical confrontation. The security of both people and property is jeopardized the moment violence or physical force becomes involved.

Knowing whether a situation will get out of hand isn't an exact science. Since no two people are alike, it's impossible to predict how someone will behave in any situation. On the other hand, security guards should be on the lookout for warning indications that signal an oncoming escalation of a conflict. When determining whether a person poses a threat, security personnel should take the following factors into account:

- Invading someone else's personal space
- Violent or threatening language
- Verbal abuse
- Inappropriate responses, like shouting and laughing
- Physical signs, such as heavy breathing, flared nostrils, and a reddened face
- Pointing fingers
- Kicking or striking walls or other objects

Security guards can use the following methods to de-escalate a potentially harmful scenario when confronted with an angry or agitated individual:

Listen

Active listening is an essential skill for security guards to master. Angry people wish to be heard beyond everything else. As such, security officers should let them express their rage if they don't endanger anyone, especially themselves.

Chapter 4:

Security Guard Training Areas

Never interrupt someone who is ranting or yelling; instead, keep eye contact. Showing someone that you're paying close attention and empathizing with their predicament is a proven approach to calm them down.

Ask Questions

To be an effective active listener, you need to ask questions. By posing questions, you show that you care about what the other person has to say and that you're paying attention to what they have to say. Guards must listen intently and repeat whatever the person says back to them. Doing so can further exhibit their willingness to understand genuinely. When asking a question, it's best to keep it short and to the point. Try to avoid queries that will only make the person even more irritated.

Empathize

Empathy is the capacity to put oneself in someone else's shoes and understand what they're going through. An excellent de-escalation tactic for security guards is learning about the individual and their past experiences. The use of force is a tempting option but understanding and validating an angry person's feelings might help them rethink their course of action and make a better decision. You wouldn't want to come across as condescending. Instead, it would help if you showed them that you're eager to help them in their situation.

Apologize

Apologizing is an effective method of de-escalating a dispute. You can show compassion and respect by doing this. When something goes wrong, security personnel should learn to acknowledge it and apologize to those who have legitimate complaints. A simple apology can go a long way in reducing the negative impacts of a dispute.

Chapter 4:

Security Guard Training Areas

Medical Emergencies

Emergency medical care is an integral part of ensuring public safety and well-being. However, it's easy to forget about this until it's urgently needed, and every second counts when someone's life or health is on the line.

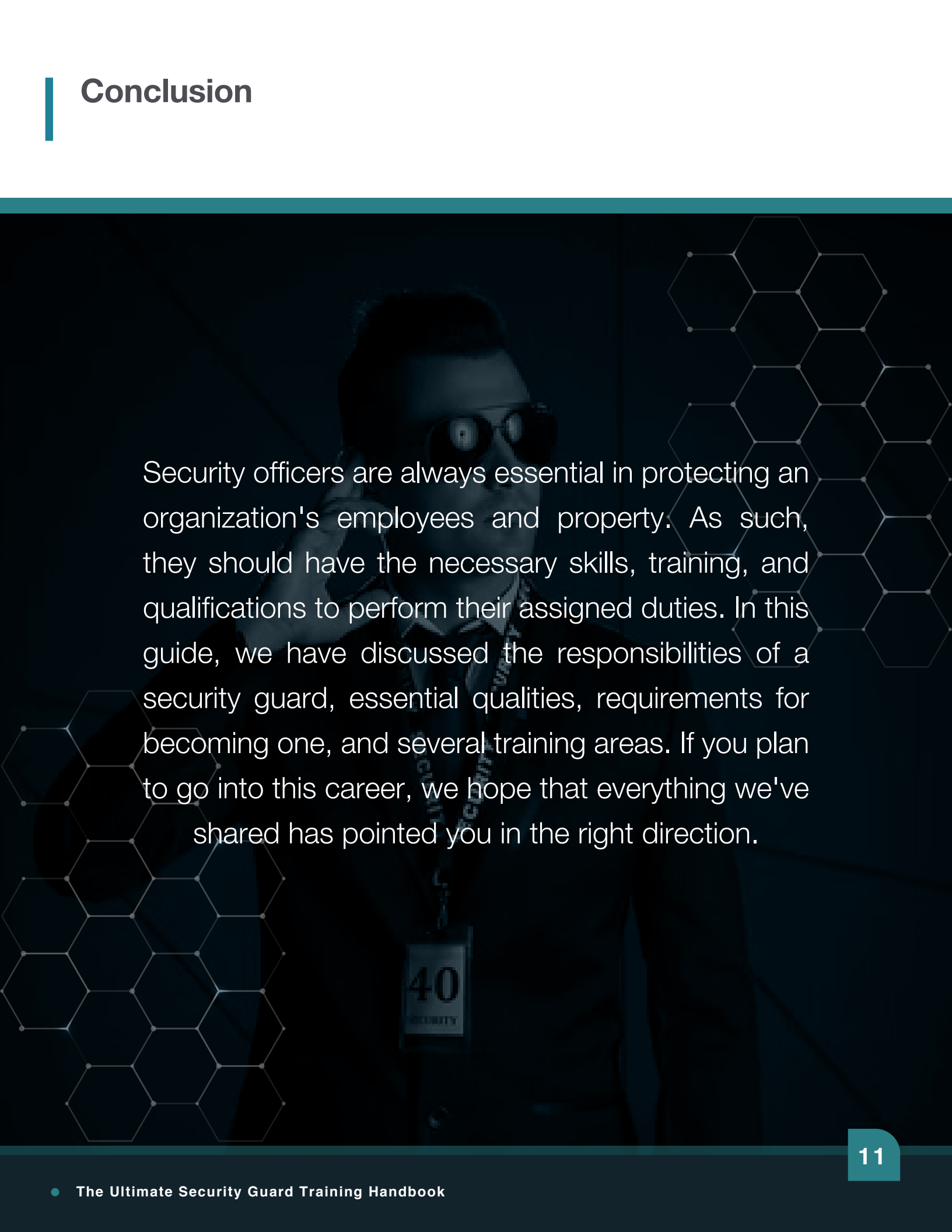
When engaging with the general population, incidents might occur where someone requires medical assistance. Asthma attacks, bleeding cuts, choking, head injuries and concussions, fractured bones, and heart attacks or cardiac arrest can all occur while a security guard is on duty.

Guards are typically the first responders in these instances, either administering first aid or directing others to do so if they can't leave their station. As a rule, they should notify the medical authorities promptly. However, a security officer who is well-versed in emergency medical care can make the most of the crucial first few seconds after an incident, which can mean a matter of life and death for the injured party.

Even the most basic training in CPR, performing the Heimlich maneuver, using an AED, assessing vitals, and interpreting symptoms can be invaluable in many unforeseen and possibly dangerous situations.



Conclusion



Security officers are always essential in protecting an organization's employees and property. As such, they should have the necessary skills, training, and qualifications to perform their assigned duties. In this guide, we have discussed the responsibilities of a security guard, essential qualities, requirements for becoming one, and several training areas. If you plan to go into this career, we hope that everything we've shared has pointed you in the right direction.



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