



## Behavioral Skills for Security Officials

### Course Objectives:

Security personnel are familiar with the foundations of interpersonal skills in the field of effective communication and understand this role well and the various influences that hinder good performance, along with developing various behavioral skills, making security personnel capable of behavioral and social interaction with their clients in all fields and various methods.

### Course Outline:

- The importance of effective communication in the security field (problems and improvement methods).
- Good listening and listening skills for security personnel.
- Controlling emotions while managing security work.
- Public relations and its importance in the security field
- Images of public relations in the organization.
- Effective methods for establishing good public relations between security personnel in the organization and those who deal with them.
- The effective roles of security personnel assigned to communications.
- The cultural interface of the organization in front of those dealing with it internally and externally.
- The effective means of achieving organizational communication inside and outside the organization.
- The effective means to achieve the organization's efficiency in managing its activities effectively
- Developing the capabilities and skills of security personnel in the communication process.





- Good perception.
- Listen well.
- Mental alertness.
- Speed of understanding.
- Responsiveness.
- Flexibility and decency in expression.
- Positive interaction with speakers on the phone.
- Effective communication skills for security personnel, especially in verbal communication.
- Influential communication components for security personnel

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