

Front Desk Safety & Security

How To Deal With Dangerous Situations, Difficult People and Emergencies

Course Content

- Elements of self-survival in the workplace
- Your safety during workplace emergencies
- Understanding odd, suspicious & dangerous
- Develop a plan of action for difficulties
- Interaction and communication skills for:
different, difficult & dangerous people
- Difficult coworkers
- The body language of dangerous people
- When to call for help and who do you call
- Surviving violent assailants/shooters in the workplace

July 28, 2015 9:00a - 4:00p

at the Yakima Police Training Room (across from PD)
207 South 3rd Street, **Yakima, WA**

Cost: Only **\$99**

when you register via our website: www.code4.org

Register via phone 800-622-9391 and cost is \$109

Cost includes attendance certificate/handout -Group discounts

Cosponsored by Yakima Police Department

Intended Audience

Anyone working at or around any front desk, front counter, lobby or receptionist positions including:

Police Records or Volunteers

School Office or Campus Monitors

Corrections Front Counter Staff

Probation Check-in & Office Staff

Any Government Office Personnel

Corporate or Church Office Staff

Courts, Parking or Utilities Staff



**Training to keep you and
your team safe!**

Course Instructor

Captain Joe Puckett spent 21 years in law enforcement responding to emergency events and criminal incidents. As a hostage/crisis negotiator he has dealt with people in times of crisis. Since 1991 he has instructed enforcement, government and corporate staff in areas of human behavior and human influence, indicators of violence and securing facilities and events. He is also a two time national award of merit winner for his investigations/instruction.



Code 4 Public Safety Education Association, Inc.

a non-profit 501(c)(3) Education Association

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Code 4 has Provided Public Safety Training Since 1995

www.code4.org