

## Is your organization ready?

- Does your organization have adequate security in the event of an emergency?
- Do you have an emergency disaster plan?
- Do senior personnel know what that plan is and their role in it?
- Can the people responsible for your organization's safety and security make effective decisions quickly in an emergency?
- Does your security staff work together effectively as a team?
- Can they serve your customers responsively while performing security activities or responding to emergencies?
- Will your leaders be effective in a crisis?

The 9/11 terrorist attacks on the World Trade Center and the Pentagon underscored the importance of, and the need for, emergency preparedness. And while organizations face as great a threat of an emergency resulting from natural disaster – blizzard, flood, hurricane, or tornado – as from terrorist attack, the same fundamental principles of emergency and disaster planning apply.

# Business Security/ Emergency Preparedness Symposium

A series of 10 one-day courses designed to equip organizations to respond effectively to any and all emergency situations.

**Pricing: \$99 a day  
OR  
\$750 for all 10 days**

Save \$240 by registering for the two-week symposium, or choose by course and pay for the day.

**Who should attend:** This competency-based training and professional development is a must for anyone who plays a role in your organization's safety and security operations.

The CCBC School of Justice delivers specialized training, customized training, credit training, leadership development, internships, job placement and more. To explore our complete range of course options, visit us online at [http://www.ccbcmd.edu/criminal\\_justice/index.html](http://www.ccbcmd.edu/criminal_justice/index.html).

## Reserve your seat today!

Contact **Peter Naron** for more information about this course series or our customized, on-site training: **410-285-9834** or **[pnaron@ccbcmd.edu](mailto:pnaron@ccbcmd.edu)**

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# Business Security/ Emergency Preparedness Symposium

CCBC Essex ■ May 3 - 14, 2004

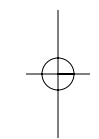
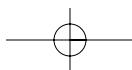


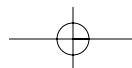
THE SCHOOL OF JUSTICE



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Give yourself more options.





# Business Security/Emergency Preparedness Symposium

May 3 - 14, 2004

## WEEK 1

Monday, May 3

### Disaster Planning and Mitigation

Planning is the key to being effectively prepared. This course reviews emergency management and operations planning, as well as approaches to lessening a disaster's effects through the development of mitigation plans.

Tuesday, May 4

### Advanced Leadership Training

The need for effective leadership is heightened in crisis situations. This session provides opportunities for senior personnel to clarify their role in emergency situations and refine their disaster planning and preparation skills.

Wednesday, May 5

### Decision-Making and Problem-Solving in Emergency Situations

Train using techniques, models and practical exercises for rapid decision-making under pressure. This course addresses problem solving, identifying information needs and information gathering in pressure situations.

Thursday, May 6

### Crisis Management

Gain the necessary skills to multi-task and effectively manage in an emergency situation. Learn how to assess the situation, prioritize needs and resources, and take appropriate action.

Friday, May 7

### Communicating Emergency Plans

Make sure your employees understand your emergency plans with this blueprint for ensuring that your plan is properly developed and your staff is ready to implement it.

## WEEK 2

Monday, May 10

### Building Effective Security Teams and Work Groups

Effective teamwork also becomes more critical in a crisis or emergency. This course will train your organization's leaders to better understand team development, plus give them the necessary skills to build an effective team.

Tuesday, May 11

### Customer Service for the Security Manager

Give your security manager the skills to effectively maintain customer/visitor satisfaction while security needs are being addressed, without compromising security requirements.

Wednesday, May 12

### Customer Service for Frontline Security Personnel

Prepare your frontline personnel to help keep customers/visitors satisfied while security needs are being addressed. Topics include requests for identification, access restrictions, searches, and other security-related activities.

Thursday, May 13

### Serving the Customer in an Emergency

Taking customer service to the next level, this course teaches security staff how to treat customers with appropriate sensitivity. Topics covered include crowd and panic control, evacuation, quarantine, searches and more.

Friday, May 14

### Leadership in Times of Crisis

This capstone course for the symposium reviews key concepts from the previous nine courses and helps participants connect those concepts with their organization's emergency preparations. It stresses inter-organization communication and cooperation as your staff fine tunes their emergency leadership plans.

## Are You Prepared? We Can Help!

The Business Security/Emergency Preparedness Symposium provides a series of one-day courses to arm your personnel with the knowledge and skills they need to respond decisively to emergency situations. Safeguard your organization's people, your property and your customers. Give your personnel the training they will need to respond effectively should a crisis occur.

