

Front Desk (Office) Safety & Security

How To Deal With Dangerous Situations, Difficult People and Emergencies

MAR 26 2018

COQUILLE INDIAN
HOUSING AUTHORITY

Course Content

- Elements of self-survival in the office
- Your safety during front desk emergencies
- Understanding odd, suspicious & dangerous and how to confidently respond to each
- Develop a plan of action for difficulties
- Interaction and communication skills for: different, difficult & dangerous people
- Dealing with mentally ill persons
- The body language of an attacker
- When to call for help and who do you call
- Surviving violent assailants in the workplace
- Preparation ideas for you & your teams

*Join Us For A Fun Day
Focused On You/Your Team*



Training to keep you and your team safe!

www.code4.org

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.

July 20, 2018 9:00a - 4:00p

at the Red Lion Hotel - Coos Bay
1313 N Bayshore Drive, Coos Bay, OR

Cost: Only **\$99** per person
when you register via our website: www.code4.org
Questions: information@code4.org
Cost includes attendance certificate/handout
10% off when you register 10 or more staff at one time

Intended Audience

**Anyone working at or around any front desk,
counter, lobby, office, help desk,**

reception or assistant positions including:

Local, County, State, Federal Office Personnel,
Claims, Finance and Audit Personnel, Analysts,
Utilities and Billing, Law Enforcement and Court
Personnel, Planning, Zoning/Building Personnel.

Housing Authority, DHS, Health, Veterans

Services, Libraries, Transportation,

Code Enforcement, BLM, USFS, Probation,

Corrections Personnel, School Personnel,

Administrative Services, Volunteers

Also Corporate, Medical and Business Personnel



Code 4 Public Safety Education Association, Inc.

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

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Make checks payable to "Code 4"

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**Code 4 has Provided Public
Safety Training Since 1995**