



**SOCS® (Security Oriented Customer Service)
One (1) Day Instructor Certification Course**

Upon successful completion of the 1-day SOCS® certification program,
Instructors will receive the following:

- SOCS® 3-year In-house Instructor certification from Personal Safety Training Inc.
 - Authorization to train and certify staff in the:
 - SOCS® (4 hour) certification course
 - SOCS® (8 hour) certification course
 - SOCS® re-certification course

- SOCS® Instructor package includes:
 - PowerPoint CD for the SOCS® 4 hour and 8 hour certifications.
 - SOCS® Instructor manual
 - SOCS® Habit Cards
 - Copy of “Be Safe Not Sorry” – the Art and Science of keeping YOU and your family Safe from crime and violence.
 - Student tests, proficiency skills test and instructional forms
 - Maintenance of training records
 - Continual support from SOCS® - Personal Safety Training Inc.

SOCS® 1 Day Instructor Course Outline

Introduction

 What is SOCS training

 SOCS training Objectives

 SOCS Modules

 Who is the Customer?

 Why Customer Service?

 Product or Process

Habits

 Developing Habits

 Benefits and Commitment

Module One

Your Attitude
Positive Attitude
Bad Attitude
Developing Customer Service Attitude
Attitude Exercise

Module Two

Your Presence
Presence and Use of Force
Types of Security Officer Presence
Professional Image
Customer Friendly Presence
Authoritative Presence
Command Presence
Defense Presence
Developing Customer Service Presence
The Power of Influence
Body Language
Gestures
Cause & Effect

Module Three

Choice & Mission
What is a Mission Statement
Organizational Mission Statements
SOCS Mission Statement
Values and Choice
Values Exercise
Creating a Personal Mission Statement
Personal Mission Statement Exercise
Examples of Mission Statements

Module Four

Your Intuition
What is Intuition
Your Five Senses
Using Intuition
Intuition Messengers
Brain Teasers
Brain Teasers
Developing Intuition

Module Five

Meeting & Greeting
Initial Contact
Giving Directions
Security Officer Etiquette
Shaking Hands

Three Messages Sent
Types of Handshakes
Meeting and Greeting Rules
The Three Magic Words

Module Six

Electronic Communication Skills
Receiving and Transmitting
Telephone Communications
Leaving Messages
Receiving Messages
Transferring Calls
Placing Customers on Hold
Radio Communication
E-mail
Exercise

Module Seven

Managing Your Stress
What is Stress
Types of Stress
Managing Stress
Strategies for Managing Stress
Strategies for Managing Stress
Exercise

Module Eight

Building Relationships
The Customer Emotional Bank Account
Making Customer Deposits
Types of Customers
Dealing with Different Customers
Controlling Your Emotions
Dealing with Different Customers
Dealing with Different Customers

Module Nine

Your Personal Safety
The Golden Safety Rule
AVADE
What is AVADE
Spatial Empathy
Contact and Cover
The Right Angle
Proper Stance
Safety Rules for dealing with Upset Customers

Module Ten

Personal Self-Leadership	
What is Personal Self-Leadership	
Ten Steps for Personal Self Leadership	
Ten Steps for Personal Self Leadership	
SOCS Review	
Your Attitude	
Your Presence	
Choice and Mission	
Trust Your Intuition	
Meeting & Greeting	
SOCS Review	
Electronic Communication	
Managing Your Stress	
Building Relationships	
Your Personal Safety	
Personal Self-Leadership	

Appendix I

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Training Forms and Requirements	
Trainer and Student Requirements and Procedures	
Student Requalification Form	
SOCS® Student Test	
SOCS® Answer Key	
SOCS® Roster of Training	
SOCS® Order Form	
Student Requalification Feedback Form	
Top Ten Values Exercise	
AVADE® System	

SOCS® Instructor Requirements & Procedures

Instructor Procedures

- Certified instructors shall provide training in the SOCS® training program to individuals in security, law enforcement, military, corrections, and protective services for YOUR agency only.
- Each person trained in the SOCS® training program must receive a SOCS® Student Manual for their initial certification. The SOCS® Instructor is responsible for purchasing the student manuals from Personal Safety Training Inc. Copying of the student manuals is strictly prohibited © Copyright Laws.
- Instructors are required to acknowledge that they are not agents or employees of Personal Safety Training Inc.
- Trainers will thoroughly explain safety and liability requirements to all trainees.
- Every individual trained in the SOCS® training program must be registered with Personal Safety Training Inc. Instructors are required to submit the original student registration form and student roster form within seven (7) days to Personal Safety Training Inc. These records will be maintained by:

Personal Safety Training Inc.
P.O. Box 2957
Coeur d' Alene, ID 83816 USA or
Fax: 208-664-5556

Instructors are required to utilize their trainer's manual and the methods set forth within.

SOCS® Instructor Qualifications

- Defensive Tactics System™ One Day Instructor Course
 - The Instructor must pass a thirty five question written exam with an 80% or better. One re-test allowed.
 - Instructor must pass a trainers presentation with an acceptable rating.
 - Instructor must pass the proficiency skills test with an acceptable rating.
 - Instructor must adhere to all requirements and guidelines as set forth in this instructor's manual.
 - Recertification as an Instructor is required every three years.

SOCS® Student Training Requirements

- SOCS® 4hr. or 8hr. Training Course Certification

- Student must pass the ten question written exam with an 70% or better. One re-test allowed. If student fails re-test, course must be taken over again.
- Student must pass the proficiency skills test with an acceptable rating.
- Recertification is required every other year. (no time requirement for recert) *Student must pass written and proficiency test for recertification. *Yearly training is recommended.

***Call us today to schedule SOCS® training – for YOU and your agency.
Toll Free: 1.866.773.7763 or Outside the US: (208) 664-5551
On-Site Training is available. Please call for pricing and availability.***