




Situational Safety and Tactical Communications training for Local Government staff

-  Do your staff engage with other people where there is the potential for conflict?
-  Have they been taught how to conduct a dynamic risk assessment and actively manage any situation or incident?
-  Have they been taught how to safely approach, contact, engage and communicate with people in any setting?
-  Do they have the knowledge and skills to manage difficult, abusive or aggressive people?

Keeping yourself and staff safe when dealing with the public, particularly where a potential for conflict exists, requires specific knowledge and skills.

CERT's Situational Safety and Tactical Communications (SSTC) course is trusted by New Zealand's biggest government agencies and businesses to give staff the right mind-set and capabilities to engage and interact with people effectively and professionally, and most importantly, safely.

The proven principles and techniques taught in this foundation course have been developed to provide those working in regulatory roles the appropriate knowledge and skills to deal with the specific challenges they face every day.

Benefits for your organisation and staff

- + **Increased staff safety.** Our safety training helps you meet your legal and moral obligations to minimise potential risk and harm to your employees.
- + **Enhanced staff confidence, competence and effectiveness.** Employees have the knowledge and skills to confidently and competently manage interactions with the public. This enhances their effectiveness at achieving desired outcomes.
- + **Reduced complaints.** Your customers will feel they have been treated fairly and with respect, making them less likely to lodge a formal complaint or go to the media.
- + **Enhanced brand.** Your people are trained to be safe, effective and professional thereby enhancing public perception of your organisation.



The Situational Safety & Tactical Communications Experts



Maximising the safety,
effectiveness and professionalism
of your people

Training outcomes

Through a combination of presentations, demonstrations and practical exercises participants will learn how to:

- + Develop a situational safety mindset.
- + Understand how to recognise risk, what to look out for, and how to plan to minimise the potential for conflict.
- + Enhance their general interpersonal communication effectiveness across all relationships using proven tactical communication principles and techniques.
- + Understand the responsibilities of professionally representing their organisation.
- + Safely assess, approach and engage with people in any environment or situation – professional or personal.
- + Use safe techniques when approaching a property, knocking on doors, and engaging with people.
- + Effectively manage difficult or abusive people using specific tactical communication techniques.
- + Effectively manage aggressive behaviour by using proven de-escalation methods.
- + And how to safely withdraw from an unsafe situation if the need arises.

CERT instructors are all qualified, with significant real-life experience. They deliver training that is relevant and engaging and ensure training is entertaining as well as effective.

Contact us today to discuss our two-day course designed specifically to help Local Government staff deal with the challenges of dealing with the public in their daily roles.



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