

CONTROL ROOM SUPERVISORY SKILLS

Ref. SV 1



The essentials of Management and Team Building

A course with an excellent blend of classroom theory as well as individual and group projects

The course also provides an opportunity for all Control Room operators to follow a professional career progression path into management level in this fast-developing professional industry.

WHO SHOULD ATTEND

All those currently holding—or aspiring to hold—managerial or supervisory positions in a Control Room environment. Those who have attended CRO1 (Control Room Principles) and CRO 2 (Control Room Practices) courses will benefit most.

BENEFITS

You will acquire the skills and knowledge necessary to become an effective and well-respected Control Room Supervisor.

COURSE CONTENT

- ⇒ Planning and problem solving
- ⇒ Functions and qualities of leadership
- ⇒ Team building, Management and briefing procedures. Interviewing skills
- ⇒ Control Room procedures
- ⇒ Communication with Staff, Executives, Police, Emergency Services and Public.
- ⇒ Risk assessment and analysis techniques explained
- ⇒ Reacting to aggression and principles of negotiations
- ⇒ Resolving staff issues and conflict resolution
- ⇒ Technical appreciation of CCTV equipment
- ⇒ Developing interpersonal communication skills
- ⇒ Preparing and Planning for emergency procedures
- ⇒ Code of Practice and Documentation
- ⇒ Collating images of evidential quality and developing audit trails
- ⇒ Individual and Group practical exercises
- ⇒ Topical law and legal issues
- ⇒ Health and Safety

DURATION

4 DAYS

AWARD

TAVCOM TRAINING (UK) INTERNATIONAL CERTIFICATE.



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