

Gain the know-how you need to handle any situation that comes your way!

a crucial one-day workshop for receptionists

Most anything can happen at the front desk. As the first line of defense for your organization, you must have the skills to handle the unexpected. Enroll today. You won't regret it.

SECURITY ESSENTIALS for FRONT DESK PROFESSIONALS

A CRUCIAL ONE-DAY WORKSHOP FOR RECEPTIONISTS

ATTEND THIS IMPORTANT DAY OF TRAINING AND LEARN HOW TO:

- Respond effectively to aggressive behavior without risking your personal safety
- Spot holes in security and "danger zones" in your reception area
- Avoid being one of 2 million employees nationwide who becomes a victim of workplace violence each year
- Defuse potentially explosive situations before they escalate out of control
- Recognize warning signs that a visitor or employee is unstable
- Handle emergencies with proven methods recommended by law enforcement professionals
- Exhibit a take-charge, no-nonsense attitude while still remaining friendly and helpful

Register online at www.NationalSeminarsTraining.com or call 1-800-258-7246 and enroll today.

ARE YOU PREPARED?

Your organization counts on you to handle anything that comes in the front door. *Are you sure you're prepared?*

As a dedicated front desk professional, you juggle many tough responsibilities. One of the most important is serving as "lookout" for anything that might threaten the safety and security of employees and guests.

And, in this day and age, there's really no telling how serious a security threat you may find yourself coming up against. So, you need to be prepared – for anything!

Get the Skills You Need to Protect Yourself and Your Organization

As a front desk professional, it's imperative that you possess the knowledge and skills you need to protect your organization's front line – and yourself. That's why we've developed this crucial workshop, **Security Essentials for Front Desk Professionals**. It's one of the most important training programs National Seminars Group has ever presented because it's packed with information that can literally save lives.

We've boiled down a wealth of knowledge and practical how-to's into one intensive day of training unlike anything you've ever attended. You'll learn ...

- How to spot – and eliminate – holes in your reception area's security
- Tips for exuding a take-charge, no-nonsense attitude while still remaining friendly and helpful
- What to look for: "red flag" behaviors that immediately clue you in that someone intends theft, property damage, or some other illegal activity
- Proven strategies for defusing angry or upset visitors or co-workers before a situation escalates
- Tactics potential thieves or intruders may use to distract and slip past you – and how to stop them
- Emergency-response procedures you should know backward and forward

Plus, you'll master dozens of proven methods for spotting and effectively handling suspicious behavior ... you'll discover the safest ways to accept deliveries ... learn which policies and procedures may be putting employees at risk, and find out how other companies have beefed up security without looking like Fort Knox.

And should the worst-case scenario actually occur and workplace violence threatens, you'll know exactly what to do – without putting yourself at even greater risk.

Your organization counts on you to handle any and all situations that come in the front door. Don't run the risk of being unprepared or unsure of how to respond in an emergency situation. The safety and security of your co-workers and visitors – not to mention yourself – is far too important to be left to chance.

Give yourself the peace of mind that comes from knowing you're well-prepared to deal with security threats and emergency situations calmly, quickly, and effectively.

Enroll online at www.NationalSeminarsTraining.com or call **1-800-258-7246** to sign-up right now while space is still available. Demand for this important workshop is high, so enroll today.

7 REASONS this is a must-attend workshop for everyone who works the front desk

1) You'll learn how to handle irate, aggressive behavior quickly and professionally – before it gets out of hand.

By applying the proven techniques you'll master during your training, you'll defuse potentially explosive situations before they're out of control – AND without putting your personal safety at risk.

2) You'll discover which spots in the reception area are danger zones – and learn the best methods for tightening security.

Some spots in the reception area are more "danger-prone" than others. You'll also find out how to identify additional vulnerable areas in your facility.

3) You'll learn to spot "red flag" behavior that indicates a person may be emotionally unstable – and you'll learn how to handle it.

Those who commit workplace violence show clear signs of emotional distress long before they explode. You'll learn how to identify these warning signals and act accordingly to prevent tragedy.

4) You'll find out how to manage visitor access to your facility without creating an unfriendly image.

Keeping out people who don't belong in your building can be half the battle. You'll learn how to accept deliveries safely, how to keep people from slipping by the front desk, and how to limit access without looking like Fort Knox.

5) You'll recognize weaknesses in front desk procedures that leave your organization open to unnecessary risk.

We'll review common practices and procedures that can leave your organization vulnerable to security threats, and you'll return to work with proven solutions for establishing risk-reducing procedures that keep your organization safe.

6) You'll learn emergency-response procedures that could save lives – including your own.

This workshop will offer potentially life-saving information on how to handle robberies, bomb threats, people who could be armed in the building or parking lot, and a number of other situations when imminent danger threatens.

7) You'll experience less stress – and more peace of mind – knowing you're prepared to handle ANYTHING that comes your way.

You'll perform your tough job with greater confidence and less stress, because you'll know you've got the important skills you need to deal professionally and effectively with any situation that walks through the front door!

"I really enjoyed the training. Lots of useful information and ideas."

– S. Salaiz, Receptionist,
Jardin de los Ninos

"The instructor was very good and the class was enjoyable."

– C. Sedillo, Recreation Attendant,
Jardin de los Ninos

"It was very informative, straightforward, and FUN!!"

– R. Padilla, HR Assistant,
Dona Ana County

"The training was very helpful to front desk personnel. I will be able to be more assertive and more controlling of situations."

– B. Reynolds, Administrative Secretary,
WNMV Campus Police

"I think this seminar is beneficial to everyone who deals one-on-one with the public."

– J. Burkhalter, General Clerk,
Canochee EMC

"It was constructive and useful. I look forward to any future seminars I may attend."

– J.E. Shough, Secretary,
State Farm Ins. Co.

"It was professional yet personal."

– L. Cook, Receptionist,
Chattian Steel

TEST YOUR KNOWLEDGE!

Would you know the right thing to do if ...

- An individual who appears mentally unbalanced is hanging around in your organization's lobby
- An irate customer begins making a scene in the reception area and appears to be getting out of control
- An employee's ex-husband, who is rumored to be violent, shows up and wants to see her
- You hear screams coming from down the hall, but you don't know what the situation is
- You answer the phone and the caller tells you a bomb has been placed in your building
- You suspect someone might be leaving your building with office equipment that doesn't belong to him
- A guest waiting in the reception area appears to be having a seizure
- An irate caller becomes verbally abusive and threatens you

If you're hesitant about the correct procedure for even one of these situations, this important workshop is for you. Don't put your organization at risk by being unprepared!

Attend this workshop, and you'll learn how to deal professionally with any emergency situation that arises.



YOUR COMPREHENSIVE WORKSHOP AGENDA

Workshop hours: 9 a.m. to 4 p.m.

Registration begins at 8:30 a.m.

MANAGE THE FRONT DESK WITH MORE AUTHORITY

- How to keep your guard up when the phone, visitors, delivery persons, and employees all demand your attention at once
- Say "no" with confidence and authority
- Create your own procedures that make accepting deliveries safe, efficient, and hassle-free
- Believe it or not! Most thieves already know where valuables are hidden – learn how you can stop them from having a field day in an open office
- Master different forms of body language that show people you are not intimidated
- How to quickly recognize and field callers who are fishing for confidential information

OUTFOX POTENTIAL TROUBLEMAKERS

- How to look, act, and sound like the no-nonsense receptionist your boss expects you to be
- How to defuse "hotheads" before they cause a scene
- Familiarize yourself with typical criminal profiles to head off trouble before it starts
- Recognize the 2 seemingly innocent questions many thieves ask before they strike
- How to develop and use your sixth sense
- Learn how to keep people from verbally "walking all over you"
- How to confront – and stop – people who try to slip by you
- Simple methods that'll allow you to secretly call for help
- Clever ways to get rid of pushy, unwanted salespeople
- How to sense when a difficult person is becoming a security problem ... before it's too late to act
- How to avoid the 1 thing that makes every threatening situation worse

HANDLE STRESSFUL SITUATIONS WITHOUT LOSING YOUR COOL

- Bomb threats ... a step-by-step script you can use to keep yourself and everyone in your office safe
- How to correctly report emergencies that could put your company in legal hot water
- When a crisis strikes – what your supervisor will expect from you
- Tips on creating your own emergency procedure manual
- Why dialing 9-1-1 isn't as simple as pushing 3 buttons ... what you'll be expected to know
- Proven phone techniques that will calm even the most angry callers
- Life-saving strategies you can put to use when threatening people are in your lobby

MASTER THE BASICS OF SECURITY

- How to safely get through the parking lot, lobby, and other "danger zones" before and after normal working hours
- Security practices police officers say you need to make habits
- Keep your dignity and your reputation intact by properly handling flirtatious people
- Don't become a statistic – warning signs that someone's planted a bomb in your lobby or in your mail
- How recordkeeping can stop bad situations from coming back to haunt you
- In case of a bomb threat: recommended emergency procedures

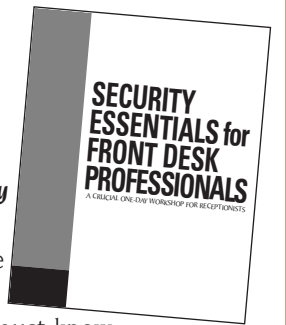
**Save when you train as a team.
When 3 enroll from your organization,
the 4th enrollment is FREE!**

YOUR COMPREHENSIVE WORKBOOK

As a participant in *Security Essentials for Front Desk Professionals*, you'll receive

a comprehensive workbook containing the must-know information from this course. The softbound volume is filled with how-to's for handling aggressive behavior; tips on making your work area safer; warning signs that a situation is getting explosive and more!

Combined with your notes, this resource becomes an invaluable guide and a handy reference that you'll turn to again and again as you maintain the safety of your front desk. And it's ONLY available to workshop attendees, so enroll today!



YOUR MONEY-BACK GUARANTEE

We've developed this crucial workshop for front desk personnel for two reasons: to give you the information you need to handle security threats to your organization and to provide you with the potentially life-saving strategies and techniques you need to safely handle emergency situations.

We so firmly believe that this is the best and most comprehensive one-day training program on front desk security issues that we stand behind it with our 100 percent money-back guarantee. If for any reason you are not completely satisfied with this training, we'll refund your money in full. GUARANTEED!

WE TRAIN THE VERY BEST! Top Organizations Choose National Seminars Group for Front Desk Training

Wells Fargo • Microsoft • Aetna • Federal Reserve Bank • Sprint • McGraw-Hill • Allstate • New Balance Athletic Shoes • Shelter Insurance • Tyson Foods • John Deere • Lucent Technologies • Bristol-Myers Squibb • Kraft Foods • Blue Cross/Blue Shield • Hewlett-Packard • MetLife • Farm Bureau Insurance • Liberty Mutual • Xerox • Merck • 3M • Commerce Bank • Citibank • Honeywell • Walgreen's • Time Warner • Sears • USDA • Hilton • Bank of America

BRING THIS PROGRAM TO YOUR ORGANIZATION WITH ON-SITE TRAINING SERVICES

On-site Training Services: World-Class Training. Guaranteed Results.

You can boost your organization's safety level literally overnight by bringing **Security Essentials for Front Desk Professionals** to your organization and training your team, department, or entire company!

You get the same high-quality learning experience that our public seminars are famous for, an incredibly motivating expert trainer, the same valuable workshop resources, the same 100 percent guaranteed training – and you get it all on your organization's schedule. Training simply doesn't get more convenient than that.

We can train your group of any size, so that everyone learns the same powerful skills at the same time. Group training is also an exceptional way to solve team challenges and to strengthen working relationships among employees throughout your organization.

Find out how our guaranteed on-site learning solutions can benefit your organization. Contact us at 1-800-344-4613, e-mail us at onsite@natsem.com, or visit us on the Web at www.NationalSeminarsGroup.com.

From Our Resource Center ...

Don't Put Your Company in Jeopardy!



In today's work environment, violence has become more commonplace. It is more important than ever to understand the early warning signs and how to deal with potential problems. With this in mind, this package was created to help you deal with potential problems.

- How to Handle Conflict & Confrontation (audio CD)
- Dealing with the Dreaded "C" Conflict in the Workplace (audio CD)
- Front Desk Security & Safety (perfect-bound)

Order your set today and keep yourself and your employees safer!

Item No. SECFD0408 ... Retail Price: \$214.95

Your Price: Only \$199

**Satisfaction 100%
Guaranteed!**

To Enroll ...



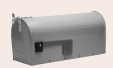
Register online at
www.NationalSeminarsTraining.com



Call toll-free
1-800-258-7246



Fax the completed
registration form to
1-913-432-0824



or Mail the registration form to:
National Seminars Group
P.O. Box 419107
Kansas City, MO 64141-6107

Registration Information

Our Registration Center is open weekdays from 7 a.m. to 7 p.m. CST. Enrollments taken online 24/7.

Group Discount: When 3 enroll from your organization, a 4th may attend for FREE!

Check-in begins at 8:30 a.m. The workshop schedule is 9 a.m. to 4 p.m. Lunch is on your own.

Cancellation: If you cannot attend, you may send a substitute or receive a credit memo toward a future workshop. If you cancel your registration up to five business days before the workshop, your registration fee will be refunded less a \$10 enrollment charge.

CEUs: Continuing education credit may be recognized by your professional board. Contact your own board to find out what's required. Call our CEU/CPE specialist at 1-800-258-7246, ext. 3100, if you have any questions. RUCEC is an approved provider of continuing nursing education by the Missouri Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Tax Deduction: The expense of continuing education, when taken to maintain and improve professional skills, is tax deductible. Please contact your accountant for complete details.

FED ID #43-1576558

REGISTRATION FORM

1. Enrollment Fee

Group Discount: When 3 enroll from your organization, a 4th attends FREE!

2. Names of Attendees

(Please list additional registrations on a separate sheet and attach.)

- Mr./Ms. _____ Title _____
E-mail Address _____
City/Event # _____
- Mr./Ms. _____ Title _____
E-mail Address _____
City/Event # _____
- Mr./Ms. _____ Title _____
E-mail Address _____
City/Event # _____
- (FREE!)** Mr./Ms. _____ Title _____
E-mail Address _____
City/Event # _____

Please send me _____ copies of **Ticking Bombs** and **Workplace Violence** (Item No. B246062) at \$119 each. Add 7% or applicable sales tax to your product payment. Shipping fees are \$6 for first item; \$1.50 for each additional item; express extra. Method of payment is indicated in step 5.

3. Company Information (Please Print)

*Phone required in case of last minute changes.

Organization _____
Address _____ Mail Stop _____
City _____ State _____ ZIP _____
Approving Supervisor: Mr./Ms. _____
E-mail Address _____
*Phone _____
**Fax _____
**Your fax number will be used to send confirmation of your registration as well as to notify you of upcoming events in your area.

4. VIP Privileges Program – Join Today!

Join our **VIP Privileges Program** and enjoy exclusive discounts and benefits. We'll fax you and your organization first notice of upcoming events in your area, special discounts up to 50% and offers available to members only.

Sign here to join

By signing, you and your organization are giving permission for RUCEC to use your fax number to notify you and your organization of upcoming seminars in your area and provide you and your organization with special discounts and offers.

5. Method of Payment

- If you have registered by phone, please record your confirmation number here:

- Check payable to National Seminars Group is enclosed.
- Charge to: MasterCard VISA American Express Discover Diners Club
Card No. _____ Exp. Date _____
Signature _____
- Bill my organization; Attn: _____
(Note: Full registration fee due and payable prior to start of workshop)
- Our purchase order is attached (government, educational, and health-care organizations only)

6. Important: Your VIP Customer Number

□□□□-□□□□□□-□□□□-□□□□

Fill in your VIP Customer Number as it appears above the name on the mailing label.
(Record the number even if the label is addressed to another individual.)

SD, CT and WV residents, please add applicable sales tax to your payment. If you are tax-exempt, enter your tax-exempt number here: _____ and attach a copy of your tax-exempt certificate.

Program hours: 9 a.m. to 4 p.m. Registration begins at 8:30 a.m.

WORKSHOP SCHEDULE



Visit Us Online at www.NationalSeminarsTraining.com

Express online registration is available 24 hours a day – 7 days a week. Plus, check out all the exciting events coming to your area ... great articles on timely topics ... special prices on books, tapes and more ... and fabulous FREEBIES you won't find anywhere else!



NATIONAL SEMINARS GROUP

P.O. Box 419107 • Kansas City, MO 64141-6107

A Division of Rockhurst University Continuing Education Center, Inc.

Need to correct name, title or address? Did you receive duplicate brochures or want your name removed from our list? Please fax the mailing label with corrections to 1-877-270-6185 or mail to us at 6901 West 63rd Street, Shawnee Mission, KS 66201-1349, Attention: List. Allow 15 weeks for processing.

Nonprofit
U.S. Postage
PAID
Rockhurst University Continuing
Education Center, Inc.

Time-Sensitive Material



This brochure
is recyclable.

Gain the know-how you need to handle any situation that comes your way!

COMING TO YOUR AREA IN 2007 & 2008!

SECURITY ESSENTIALS for FRONT DESK PROFESSIONALS

A CRUCIAL ONE-DAY WORKSHOP FOR RECEPTIONISTS

ATTEND THIS IMPORTANT DAY OF TRAINING AND LEARN HOW TO:

- Respond effectively to aggressive behavior without risking your personal safety
- Spot holes in security and "danger zones" in your reception area
- Avoid being one of 2 million employees nationwide who becomes a victim of workplace violence each year
- Defuse potentially explosive situations before they escalate out of control
- Recognize warning signs that a visitor or employee is unstable
- Handle emergencies with proven methods recommended by law enforcement professionals
- Exhibit a take-charge, no-nonsense attitude while still remaining friendly and helpful

Register online at www.NationalSeminarsTraining.com or call 1-800-258-7246 and enroll today.

VIP #919-118101-001

Gain the know-how you need to handle any situation that comes your way!

a crucial one-day workshop for receptionists

SECURITY ESSENTIALS for FRONT DESK PROFESSIONALS

A CRUCIAL ONE-DAY WORKSHOP FOR RECEPTIONISTS

Register online at www.NationalSeminarsTraining.com or call 1-800-258-7246 and enroll today.