

# 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.

Successful supervision of a control room team in the modern workplace demands a varied set of skills. The essential leadership qualities of a professional supervisor include a good knowledge of civil and criminal legislation, a sound grasp of communications and planning and the ability to solve wide range of day-to-day challenges.

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 ‘Working As A CCTV Operator (Public Space Surveillance) within the Private Security Industry’ course will benefit most.

### BENEFITS

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

### COURSE CONTENT

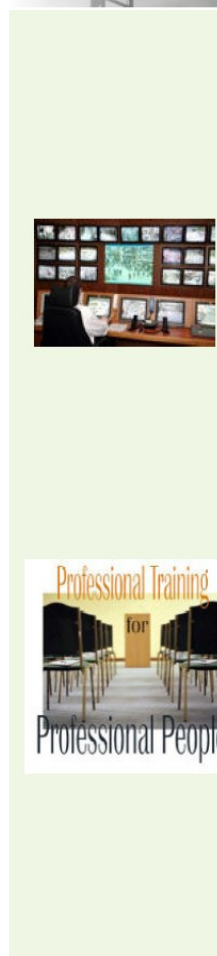
- ⇒ Planning and problem solving
- ⇒ Functions and qualities of leadership
- ⇒ Protecting the integrity of your organisation.
- ⇒ Control Room procedures and Documentation
- ⇒ Essential legislation.
- ⇒ Surveillance Camera Codes of Practice
- ⇒ Team characteristics and Group dynamics.
- ⇒ Technical appreciation of CCTV equipment
- ⇒ Developing interpersonal communication skills
- ⇒ Preparing and Planning for emergency procedures
- ⇒ Collating images of evidential quality and developing audit trails
- ⇒ Individual and Group practical exercises
- ⇒ Objectives—personal and organisational
- ⇒ Customer Service—internal and external

### DURATION

**4 DAYS**

### AWARD

**TAVCOM TRAINING (UK) INTERNATIONAL CERTIFICATE.**



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