

# Front Desk Safety & Security

*How To Deal With Dangerous Situations, Difficult People and Emergencies*

## Course Content

- Elements of self-survival in the workplace
- Your safety during workplace emergencies
- Understanding odd, suspicious & dangerous
- Develop a plan of action for difficulties
- Interaction and communication skills for:  
different, difficult & dangerous people
- Difficult coworkers
- The body language of dangerous people
- When to call for help and who do you call
- Surviving violent assailants/shooters in the workplace

**July 15, 2015** 9:00a - 4:00p

at the Ada County Sheriff's Office - Bldg 3, Room A  
7180 Barrister Drive, **Boise, ID**

Cost: Only **\$99**

when you register via our website: [www.code4.org](http://www.code4.org)

Register via phone 800-622-9391 and cost is \$109

Cost includes attendance certificate/handout -Group discounts

**Cosponsored by Ada County Sheriff's Office**

## Intended Audience

**Anyone working at or around any front desk, front counter, lobby or receptionist positions including:**

**Police Records or Volunteers**

**School Office or Campus Monitors**

**Corrections Front Counter Staff**

**Probation Check-in & Office Staff**

**Any Government Office Personnel**

**Corporate or Church Office Staff**

**Courts, Parking or Utilities Staff**



**Training to keep you and  
your team safe!**

## Course Instructor

**Captain Joe Puckett** spent 21 years in law enforcement responding to emergency events and criminal incidents. As a hostage/crisis negotiator he has dealt with people in times of crisis. Since 1991 he has instructed enforcement, government and corporate staff in areas of human behavior and human influence, indicators of violence and securing facilities and events. He is also a two time national award of merit winner for his investigations/instruction.



## Code 4 Public Safety Education Association, Inc.

*a non-profit 501(c)(3) Education Association*

Phone: 541-245-0703 Fax: 541-732-1829

Tax ID #93-1248059 -

Make checks payable to "Code 4"

mail to: 711 Medford Center #265,  
Medford, OR 97504



**Code 4 has Provided Public Safety Training Since 1995**

[www.code4.org](http://www.code4.org)