

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

August 15, 2016 9:00a - 4:00p

at the Idaho Department of Fish and Game
1345 Barton Road, **Pocatello, ID**

Cost: Only **\$99**

when you register via our website: www.code4.org

Cost includes attendance certificate/handout

Training made possible by Idaho Dept. of Fish and Game

Intended Audience

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

Police Records or Support Staff,
Volunteers, School Office or Campus
Staff, Detention Front Counter Staff
Probation Check-in & Office Staff
Any City, County or State Personnel
Corporate Reception/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

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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