



SGMTRAINING.COM

TRAINING VIDEOS - MANUALS - ONLINE TRAINING

**SECURITY
TRAINING
TOOLS**



ONLINE TRAINING PROGRAMS

WITH TESTS & CERTIFICATES

WWW.SGMTRAINING.COM

2019 CATALOG

INSTRUCTOR CLASSROOM TRAINING PROGRAMS

INSTRUCTOR'S CLASSROOM TRAINING PROGRAM

PR901

\$695

- Company Policies
- Company Procedures
- Communications
- Access Control
- Court Room Demeanor
- CPR
- Discrimination

- First-Aid
- Homeland Security
- Legal Aspects
- Liability
- Observation
- Patrolling
- Pepper Spray Techniques

- Power to Arrest
- Public Relations
- Report Writing
- Sexual Harassment
- Supervision
- Workplace Violence



Our Instructor Classroom Training Program has over 75 hours of training sessions. Sessions can be broken up into 8 hour, 16 hour, 40 hour or more hours of training modules. The program far exceeds training requirements for most States. Why tie up your staff for months or hire an outside agency to

train or to compose a State certified program when SGM has already done 95% of the work? This year we have added two new chapters, Security Company Procedures and Security Company Policies. Several of the sessions are duplicated with a CD template so you can modify them to fit your company's profile. When you purchase the program you will receive a SGM certificate in your company name. You can then use the program to enhance your current training or use it to obtain State certification. Please note: The program does not contain specific and unique State prerequisite issues such as, licensing fees, renewal times and exclusive State procedures, etc. All the instructor training chapters listed above come with PowerPoint slides and tests.

INSTRUCTOR'S CLASSROOM VIDEO PROGRAM 35 SESSIONS Save Over 15% BD295 **\$1,600**



The SGM Security Officer Training DVD video collection is designed to augment instruction sessions. Our videos will not only train your security officers but there are sessions for training supervisors. We have decades of success in the security officer industry so we know what knowledge is needed in the day-to-day business of a security officer company. That's why we write, film, edit and produce our own state-of-the-art training sessions. Each video session comes with a 10 question test and answer key. Collectively, there is over 16 hours of training.

~~A~~
\$1,910
~~VALUE~~

16 + HOURS TRAINING VIDEOS

- Access Control (2)
- Active Shooter Defense (2)
- Alarm Response
- Court Procedures
- Crisis Response (2)
- CPR
- First Aid
- Fire Watch (2)
- Firearm Safety
- Interview witness/victims
- Introduction to Security
- Law of Arrest
- Non-Lethal Weapons
- Metal Detectors

- Mobile Patrol Part (2)
- Patrolling (2)
- Protecting a Crime Scene
- Pepper Spray
- Post Orientation
- Public Relations
- Report Writing Part (2)

- Resolving Conflicts
- Security Officer Safety
- Self-Defense
- Sexual Harassment
- Supervisor Techniques
- Terrorist Patrol
- Traffic Patrol
- Uniform and Equipment

INSTRUCTOR CLASSROOM TRAINING COMBO

Save Over 15%

PR903 **\$2,200**



Purchase the security officer classroom training program and the instructor classroom video program and you will have over 85 hours of training material with PowerPoint and tests, second to none.

~~A~~
\$2,605
~~VALUE~~

ONLINE TRAINING PROGRAMS

LESSONS + VIDEOS + TESTING + CERTIFICATES



ANYTIME ACCESS with a password security officers will have access anywhere, anytime to our 35 training videos using internet access through an iPad, smart phone, tablet, PC, or laptop, 24/7.

TESTS: All courses include tests to ensure that security officers are comprehending what they've watched. The test requires an 80% score to pass. If they don't pass, they are prompted to watch the video again and take the test again. A passing score results in a certificate for that particular subject which can be printed, downloaded and e-mailed to you for their personnel file.

SUBSCRIBE TODAY! Subscription can only be ordered online. Visit www.sgmTraining.com and subscribe. Your company's unique URL page will be set up within 24 hours of the date of order during normal business hours. You will also receive the VOD user manual, password and templates.

SUBSCRIPTION Your subscription will give you ongoing access that will automatically renew each month, which you can cancel anytime.

ONLINE VIDEOS ON DEMAND

DV001

Only
\$99
a
Month

VIDEO LIBRARY

- Access Control 1 & 2
- Active Shooter Defense 1 & 2
- Basic First Aid
- Basic Supervision
- Court Procedures
- CPR
- Crisis Response 1 & 2
- Fire Watch 1 & 2
- Firearms Safety
- Interviewing Victim/ Witnesses
- Introduction to Security
- Law of Arrest
- Mobile Patrol 1 & 2
- Non-Lethal Weapons
- Patrolling 1 & 2
- Pepper Spray
- Post Orientation
- Protecting a Crime Scene
- Public Relations
- Report Writing Part 1 & 2
- Resolving Conflicts
- Security Officer Safety
- Self Defense
- Sexual Harassment
- Terrorist Patrol
- Traffic Control
- Uniform & Equipment
- Supervisor Techniques 1

SPANISH VOICE OVER VIDEOS

- Law of Arrest
- Patrolling
- Uniform & Equipment
- Introduction to Security
- Report Writing

VOD PROCESS

Your security officers can access these courses through the Internet on any iPhone, smart phone, iPad, tablet, PC or laptop 24/7. There is no time or limit regarding how many officers can have access

The video on demand course comes with a user manual and templates listing all videos so you can advise them which videos they are required to watch. At the end of each video they will be given a 10 question test. If they pass the test (80% or more) they will receive a certificate with your company name and logo.

The officer will then email it to management to receive credit. They can also print it out for their personal reference.

If they fail the test, they will be prompted to watch the video again before retaking the test.

Only
\$129
a
Month

ONLINE SECURITY OFFICER MANUAL 60 HOURS OF TRAINING CONTENT, VIDEOS AND TESTS

DV002

Security Officers go through an entire learning course with 19 chapters of slides, videos, and periodic pop up questions. At the end of the manual, they take a 40-question test. Passing the final test (80%+) earns them a completion certificate, which they may send to your managers to advise the State and place a copy in their personnel file.



The course contains the following subjects and more:

- 8 Hour annual comprehensive training program
- Patrolling
- Mobile Patrolling
- Public Relations
- Communications
- Observation
- Liability
- Active Shooter Defense
- Workplace Violence
- Sexual Harassment
- Legal Aspects
- Fire Watch
- Access Control
- Pepper Spray Techniques
- Firearm Safety
- Protecting a Crime Scene
- Report Writing
- Resolving Conflicts
- Traffic Control
- Uniform and Equipment
- Officer Safety

ONLINE ReTRAINING COURSE



8 HOUR ANNUAL TRAINING COURSE

INCLUDES TEST AND ANSWER KEY

NEW

PR10

Security Officers go through an entire learning course, with slides, training videos, reading material as well as periodic pop up questions. When they pass the final exam (80%+) they will get a completion certificate, which they can send to your managers to advise the State that the officer took the course and passed. A copy can be filed in their personnel file for verification.

*This is a single use training session, specifically designed for individual use.
The program must be completed within 30 days of the order date at which time it will expire.*

The course contains the following subjects and more:

- 8 Hour annual comprehensive training program • Patrolling • Mobile Patrolling • Public Relations
- Communications • Observation • Liability • Active Shooter Defense • Workplace Violence
- Sexual Harassment • Legal Aspects • Fire Watch • Access Control • Pepper Spray Techniques
- Firearm Safety • Protecting a Crime Scene • Report Writing • Resolving Conflicts • Traffic Control
- Uniform and Equipment • Officer Safety

SECURITY OFFICER TRAINING VIDEOS

ALL VIDEOS COME WITH TESTS AND ANSWER KEYS



See Preview
sgmTraining.com

ACTIVE SHOOTER DEFENSE

2 DVD's

NEW

DV289 \$95



Homeland Security recommends when faced with an active shooter, either **RUN**, **HIDE** or **FIGHT**. These two training videos demonstrates in detail, **RUNNING** techniques, **HIDING** techniques and **FIGHTING** techniques. These techniques will increase your officers chances of survival. It will also demonstrate several actions that can be used to save lives in an active shooter situation. The video comes on two DVD's, that collectively are over 45 minutes long as well as a 10 question test for each session.

ACCESS CONTROL MAGNETOMETERS & HAND-HELD WANDS

2 DVD's

DV222 \$95

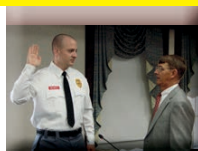
In today's world access control systems have become an extremely prominent tool to reduce breaches of security. The Access Control training video gives security officers a clear understanding of the various access control systems being used today. It will reduce hands-on training because the officers will already be familiar with the procedures, terminology and concepts. This training video covers almost all forms of access control. The training video demonstrates:

- How to use hand held metal detectors(wands)
- Magnetometers,
- X-ray detection systems.
- Concert control
- Sports events
- Courthouse access control
- Government buildings access control
- Gated communities,
- Office building lobby's
- Industrial gates,
- Identification systems
- Card access control and more.



COURT PROCEDURES

DV251 \$60

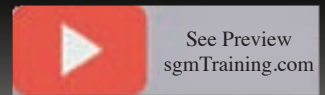


This training video explains how the court system works in an easy to understand verbal and visual format. It demonstrates how security officers should conduct themselves in court. It demonstrates the correct way to testify and make a professional and positive impression to the judge and jury. The Court Procedures training video covers the following subjects and more:

- The laws that govern courtroom procedures • The various court levels (State & Federal) • How to respond to questions • Projecting a good impression when testifying • The Do's and Don'ts while in court • Correct demeanor while in court • Basic courtroom rules • Pre-trial procedures • And more....

SECURITY OFFICER TRAINING VIDEOS

ALL VIDEOS COME WITH TESTS AND ANSWER KEYS



CRISIS RESPONSE 2 DVD's

DV785 \$95

The SGM Crisis Response training video was made to let security officers have a better understanding regarding what to do in the event a major crisis occurs on their watch. This training video covers almost all major crisis situations, from weather related crisis situations to people trapped in an elevator. Its primary purpose is to show security officers what actions to take for their own personal safety and the safety of others.



FIREARMS SAFETY

DV240 \$60



This firearm safety training session stresses the importance of firearm safety. It includes caring for handheld weapons, firing on a range, what a security officer's responsibility is to the public and themselves and accepted principles of handgun safety. This training session can be used as an adjunct to any state-certified firearms program. The training video covers:

- Understanding handgun mechanics
- Sight alignment
- Range rules and etiquette
- Action differentials revolvers/semi-automatics
- Loading and unloading
- Cleaning weapons
- Firearm safety rules
- Gun locks - and more ...

FIRE WATCH

2 DVD's

DV270 \$95



This training video is so important that we produced it in two parts so that we could cover a wider range of subjects. It gives the security officer basic knowledge in the use of portable fire extinguishers, fire stands, sprinkler systems, fire doors, fire control panels and other fire retardant equipment security officers may be responsible for. The following are a few of the topics covered:

- How to report a fire
- What to look for during regular rounds
- Fire prevention
- Overview of fire extinguisher purpose and use
- Familiarization of operations of automatic fire detection and suppression systems
- Familiarity of portable fire extinguishers
- Evacuation and exit procedures
- Elevator and escalator use during emergencies
- And much more...

FIRST AID & CPR

2 DVD's

DV236 \$95



This training video is a two part presentation with scenes and graphics that make it easy to understand First Aid and CPR procedures. Part one covers general first aid techniques. Part two demonstrates the steps in performing CPR and the Heimlich Maneuver. **Caution:** The first aid video contains some very graphic injury scenes. Some of the subjects covered in this training video are: **FIRST AID** • Purpose of first aid • Understanding and treating victims for: • Shock • Electric shock • Burn victims • Severe bleeding

- Broken bones • Serious nose bleeds • Bone, joint, and muscle injuries • Splinting a victim • When to use and not use a tourniquet
- CPR** • Complete CPR overview • CPR demonstration (Adults and Infants) • Heimlich Maneuver • And much more

INTERVIEWING VICTIMS & WITNESSES

DV385 \$60

This training video defines the various levels of interviews such as interviewing a witness, a victim and suspects. It impresses the importance of interviewing witnesses, and suspects in a professional manner. It demonstrates proper interviewing techniques for each. The following is a partial list of just some of the topics presented: • Interviewer's responsibility • Documentation • Confidentiality • Types of interviews • Locations for interviews • Note taking • Demeanor of the officer • And more...



SEXUAL HARASSMENT

DV235 \$60

This training video defines the various levels of sexual harassment, from obvious sexual advances to sexual comments. It impresses the depressing and sometimes frightful effect sexual harassment has on some victims. It alerts the security officer that sexual harassment can result in disciplinary action and in some cases criminal charges. It also points out that sexual harassment can be emanated from either gender and even the same gender.



INTRODUCTION TO SECURITY 2ND EDITION

DV205 \$60



This training session was produced to instill motivation and dedication for applicants as well as for your current security officers. It highlights most issues that confront security officers every day. Its main objective is to decrease turnover and create a mind set that will produce a better employee. The video is enhanced with video action of the subject being discussed. The following is a partial list of the topics covered:

- How to act as a deterrent while patrolling
- What a security officer's purpose is
- How to reduce liability
- Legal authority limitations
- Courtesy and honesty
- Observe and report requirements
- Time and attendance
- The do's and don'ts that a security officer needs to know
- and much more...

LAW OF ARREST 2ND EDITION

DV218 \$60

This training session gives the security officer a basic overview of the law of arrest. It does not get into specific state laws but demonstrates to the security officer the laws of arrest common to all states. It is designed to show the security officer the limitations of their authority. The training video reduces liability exposure for your company and for your clients as well. This training session covers the following subjects:

- Felonies and misdemeanors
- Avoiding lawsuits
- Overview of legal authority
- What constitutes an arrest
- When is an arrest legal or illegal
- What is a citizen arrest
- What is probable cause
- Questioning a suspect
- Searching a prisoner
- What are the fruits of a crime
- Search authority
- Searching procedures
- What constitutes excessive force
- And more ...



MOBILE PATROL

2 DVD's

DV888 \$95



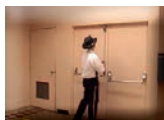
The training video stresses the importance of high visibility and flexibility while on mobile patrol. It is designed to teach security officers the various techniques and requirements from vehicle inspection to security patrols. Just a few of the topic are:

- The purpose of patrolling
- Post orders
- Equipment
- How to handle emergencies
- Cell phone techniques
- Patrolling techniques
- Locating safety hazards
- Inside patrol and outside patrols
- Locking and Unlocking procedures
- Gated community
- Patrol shopping centers
- Strip center patrols
- Underground parking lots
- Exterior parking lots
- Night time patrols
- Money escorts
- Alarm response
- High visibility techniques
- Patrol car inspections
- Alleyway patrols
- Variable vehicle patrols
- Safety approach techniques
- Highway safety
- Scheduled patrol checks
- Unscheduled patrol checks
- Patrolling apartment complexes
- Patrolling residential homes.

PATROLLING 1 & 2 - 2ND EDITION 2 DVD's

DV208 \$95

Patrolling is the heart of a security officer's duties. There are so many variations and duties involved that we made this a two-disk training session to cover as many topics as possible. The training session covers most of the major concerns and issues security officers face everyday. It gets to the point and is enhanced with video action.



- The Purpose of Patrolling
- Post Orders
- Equipment Used To Patrol
- Bomb Threats
- How to Handle Emergencies
- Answering the Telephone
- Patrolling Techniques
- Using the Senses Including Common Sense
- Locating Safety Hazards
- Fire Hazards
- Exterior Patrols
- Interior Patrols
- Locking and Unlocking Procedures
- Approach Techniques
- Maintain High Visibility

RESOLVING CONFLICTS

DV286 \$60

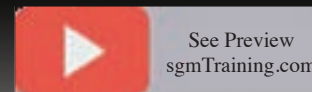


This training video gives the security officer an advantage when faced with argumentative individuals. It highlights the importance that security officers must maintain their decorum at all times regardless of the hostility they may be presented with. This training video covers the following topics:

- Persuasion Skills
- Verbal Skills
- Dealing with hostile persons
- Controlling your emotions
- How to escort a hostile person off the post
- Reading body language
- And more...

SECURITY OFFICER TRAINING VIDEOS

ALL VIDEOS COME WITH TESTS AND ANSWER KEYS



PEPPER SPRAY TECHNIQUES

DV238 \$60

This training video is a must for security officers armed with pepper spray. The training video teaches the various techniques in dispersing pepper spray as well as the legal and moral aspects involved. It demonstrates user awareness and responsibilities needed when carrying and dispensing pepper spray. The training session covers the following subjects:



- Understanding when and when not to dispense pepper spray • Effective non-lethal techniques
- Liability issues to consider • Proactive considerations • Required documentation preparation • Tactical positions
- Handling aggressive situations • Post first aid • Chemical makeup of pepper spray • Proper carrying, storage and care of canisters • And more ...

PROTECTING A CRIME SCENE

DV257 \$60

This training session impresses the importance in preserving a crime scene. When a crime scene gets corrupted it could cause the loss of the case in court. It demonstrates several situations that could confront security officers while on duty. The following is a partial list of some of the topics: • How to protect a crime scene • Documenting evidence • Videoing the crime scene with cell phone • How not to corrupt a crime scene. • Controlling access • Preserving evidence • Identifying evidence • Assisting the police at a crime scene. • And More



PUBLIC RELATIONS

DV293 \$60



If a security officer doesn't have an understanding what good public relations is, it will have a negative effect with your clients, customers, their employees and the public. In addition, it could have a lasting and damaging impression regarding your company's reputation. This training video emphasizes the importance regarding why a security officer should always remain polite, respectful and sensitive to the person being served, which will in turn build a positive relationship with your clients, why it is so important that friendly facial and body expressions are vital when having conversations with the public, while at the same time maintain a polite tone of voice.

REPORT WRITING 2ND EDITION 2 DVD's

DV212 \$95



Report writing is an essential responsibility for all security officers. It is also the most difficult. To ease this difficulty, SGM offers these new enhanced easy-to-understand training videos with visual action that highlights the narrator as he teaches. These training sessions explain the purpose of report writing. It demonstrates step by step how to fill out an incident report and daily log. This report writing training session includes but is not limited to:

- Note taking • The purpose of report writing • Accountability in reports • Daily log • Incident reports
- Report composing • Understanding military time • Reports reduce liability • Setting up and using a notebook
- Reports and litigations • Reporting defective company equipment • Reading reports • The chain of custody
- Using reports to testify • The who, what, where, when and why of report writing • Keeping reports clear, concise and complete • Demonstrates step by step how to complete professional Incident Reports and Daily Log reports ...

SECURITY OFFICER SAFETY

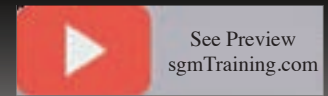
DV387 \$60

The purpose of this training video is to make the security officer aware and recognize situations that are a potential criminal or safety hazard. It helps management determine if someone could be potentially dangerous. The following is a partial list of the topics covered: • The importance of remaining alert • Flashlight techniques • How to walk silently • Never confront a hostile person alone • Communication guidelines • How to approach a group of disorderly persons.



SECURITY OFFICER TRAINING VIDEOS

ALL VIDEOS COME WITH TESTS AND ANSWER KEYS



TERRORIST PATROL

DV221 \$60

This video training session illustrates and instructs security officers on the basic responsibilities needed to prevent and/or reduce a terrorist attack at their post. Although it does not cover every aspect of combating terrorism, it gives them an overview of situation profiles. The session shows the security officer how to react in suspected terrorism situations. This session includes but is not limited to the following subjects: Handling bomb threat calls • Evacuation procedures Identify suspects • Assisting law enforcement • Recognizing potential explosive objects handling bomb threat calls • Understanding the different types of explosives • What are incendiary devises • Terrorist situation profiles • Booby traps • Secondary devices • Suicide bombers • Implementing self-protective measures • Pipe bombs • Satchel bombs • Suspicious mail • Evacuation procedures • And more ...



SELF-DEFENSE / NON-LETHAL WEAPONS

2 DVD's

DV240 \$95

In part one of this training session the instructor and his assistant demonstrate several basic self-defense and restraining techniques. The security officer will also learn the various methods of prisoner control. How to use a minimum amount of force when restraining a prisoner and cause little or no injury. Part two demonstrates the use of non-lethal weapons such as the expandable baton, standard baton, the Tonfa-baton and handcuffs.



TRAFFIC CONTROL

DV291 \$60

The Traffic Control training video explains and demonstrates hand signal techniques to smoothly move and manage traffic. It emphasizes safety concerns for pedestrians, vehicles and the security officer. This training video covers the following subjects: Traffic control objectives • Proper hand signals • Traffic wands • Maintaining high visibility • Safety techniques • Pedestrian control • Parking management • Controlling 4-way intersections • Controlling intersections • Traffic whistle signals • And more.



UNIFORM AND EQUIPMENT 2ND EDITION

DV215 \$60

Sloppy looking security officers, no matter how intelligent, will always have a negative effect on your business. This training video instructs officers how to take care of their uniform. It also explains how to use company equipment such as radio, batons and vehicles. It will motivate your officers to wear the uniform correctly which in turn will enhance your company image. It will also assist in decreasing equipment damage and losses. This training video contains the following subjects: • Purpose of the uniform • Presenting a good appearance • Proper fit of the uniform. • How to make a lasting impression • Taking care of the uniform • Key control • Nightstick familiarity



SPANISH VOICEOVER TRAINING VIDEOS

Ofrecemos Los Siguientes Videos En Espanol Tambien



Introduction to Security.....SV704	Introducción A La Seguridad...\$65
Law Of Arrest.....SV708	Ley De Arrestar..... \$65
Patrolling 1 & 2.....SV706	Patrulla 1 & 2..... \$130
Report Writing.....SV710	Reporte Escrito..... \$65
Terrorist Patrol.....SV712	Patrulla Terrorista..... \$65

SUPERVISOR TRAINING VIDEOS & MANUALS

ALL VIDEOS COME WITH TESTS AND ANSWER KEYS

SUPERVISOR TECHNIQUES 2 DVD's

NEW

DV283 **\$95**



The Supervisor Technique training video was created to give new and seasoned supervisors a better understanding of their duties and responsibilities. It teaches them how to coach and give direction. How to reduce liability by enforcing company rules, regulations and policies.

• Demonstrates techniques that can be used to give post orientations. The following are just a few of the topics covered: • Lead and motivate • Evaluate job performance • Enforce company rules • Solve problems • Teach officers how to be team players, • Teach officers how to be more efficient, effective, motivated and creative • Procedures regarding how to respond to client and citizen complaints.

BASIC SUPERVISION

DV227 **\$60**

This training video demonstrates the importance of supervision and the need to provide your customers service. This with quality training session covers the following subjects:

- Scope of supervision • Implementing loyalty • Supervisor authority • Supervisor responsibility
- Holding down overtime • Supervisor as an overseer • Evaluating security officers
- Becoming a motivator • Reporting to management • Investigating complaints • Setting the example • Maintaining a positive attitude • Company expenses • Reduce absenteeism • Legal limitations • Scheduling • Reduce reduction
- Why a company needs to make a profit • And more ...



POST ORIENTATION

DV224 **\$60**



This training video encourages supervisors to execute effective post orientations as well as emphasizing its importance. This training video will assist you in developing a professional training program, which will assist in generating well-informed and conscientious security officers. Lower turnover and absenteeism • Generate higher standards • Increase performance. • How to motivate • Post orientation principles • Post instructions

SUPERVISOR TRAINING PROGRAM

Save Over 10%

PR292 **\$360**



The Supervisor Training Program is ideal for training new and seasoned supervisors. The program comes with the Instructors Manual, PowerPoint and six SGM DVD training videos with tests:

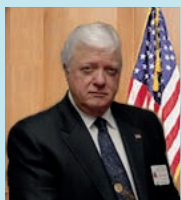
- Supervisor Techniques 1
- Supervisor Techniques 2
- Post Orientation
- Basic Supervision
- Public Relations
- Introduction to Security
- Supervisor Training Manual and 40 question test
- 10 question tests and answer keys for the six training videos.

\$403
VALUE

EXECUTIVE SEMINAR

HOW TO MANAGE A GUARD COMPANY	5 - 1/2 Hours	PR260	\$140
	Download Version	VD402	\$75
ADDITIONAL WORKBOOK (ONLY WITH SEMINAR PURCHASE)		BK102	\$15

This nationally acclaimed seminar has been attended by over 500 hundred satisfied security company owners and executives throughout the United States. It is power-packed with over 5 1/2 hours of proven successful procedures and techniques. It will pay for itself ten times over within just a few months. The seminar comes with a 127 page workbook that coincides with the seminar as it progresses. The seminar will give you • 37 Moneymaking/savings ideas, • 11 Sales techniques, • 45 Management techniques, • 16 Liability buffers • 14 Equipment control procedures and more. • Share the seminar with your managers and executives.



Bob Arcsott
SGM Founder

Bob, a retired Washington DC Police Detective Lieutenant has been giving management seminars for the security guard industry since 1995. Bob was the founder and CEO of Sting Security, Inc. for 20 years until he sold it in 1998. Sting Security, Inc. started out as a one-man operation and quickly grew into a multi-million dollar business in just a few short years using the procedures and techniques he teaches in this seminar. He sold Sting Security in 1998 and then founded SGM. SGM currently has over 4,000 contract and proprietary security guard companies utilizing the knowledge obtained from these teaching materials. Bob speaks your language; he's been there, done that. He has taught over 500 owners and executives of guard companies nationally and internationally of all sizes. He has put all this knowledge and experience into this seminar. The seminar comes with a 127 page workbook with bullet point comments that coincides with the seminar as it progresses. It is not a talking head video; it is accompanied with videos and graphics that portray the subject matters as he lectures.

INSTRUCTOR TRAINING PROGRAMS

PATROL TRAINING PROGRAM	Save Over 10%	PR260	\$515
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This program includes the Instructor's Manual with a PowerPoint presentation. It also includes 11 training videos:

- Pacing patrols • Circumstances that require notification • Telephone procedures
 - Property inspections • Police, Fire Department & EMS Communication
 - Documenting patrols correctly • Patrol considerations • Vehicle inspection
 - Equipment inspections • Inside and outside patrol • Radio procedures
 - Fire extinguisher use • Post Instructions • Fire Watch procedures
- Patrolling One 2nd edition
 - Patrolling Two 2nd edition
 - Protecting a Crime Scene
 - Mobile Patrol Part One
 - Mobile Patrol Part Two
 - Fire Watch Part One
 - Fire Watch Part Two
 - Access Patrol Part One
 - Access Patrol Part Two
 - Active Shooter Defense Part One
 - Active Shooter Defense Part Two



PEPPER SPRAY PROGRAM	Save Over 10%	PR228	\$89
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The Pepper Spray Training Program was produced by SGM to familiarize security officers with the various techniques needed to administer pepper spray. It also emphasizes safety measures and first aid needed to treat recipients. The Program includes: the Instructor's Training Manual with a PowerPoint slide presentation and the SGM Pepper Spray Techniques DVD training video.



INSTRUCTOR TRAINING PROGRAMS

FIRST AID TRAINING PROGRAM

Save Over 10%

PR290

\$120



This program contains the instructor's lesson plan manual that includes a graphic PowerPoint slide presentation, the SGM Basic First Aid and CPR training videos and two 10 question tests. In addition, you will receive a 40 question test on Basic First Aid and a 20 question test on CPR. This program is ideal for basic first aid training. It can also be incorporated into any certified first aid training class. The Basic First Aid and CPR Program includes :

PowerPoint presentation with over 300 slides.

- Treating victims for Shock • Electric shock situations
- Burn victims • Severe bleeding victims • Broken bones
- Serious nose bleeds • Bone, joint, and muscle injuries

~~\$135~~
VALUE

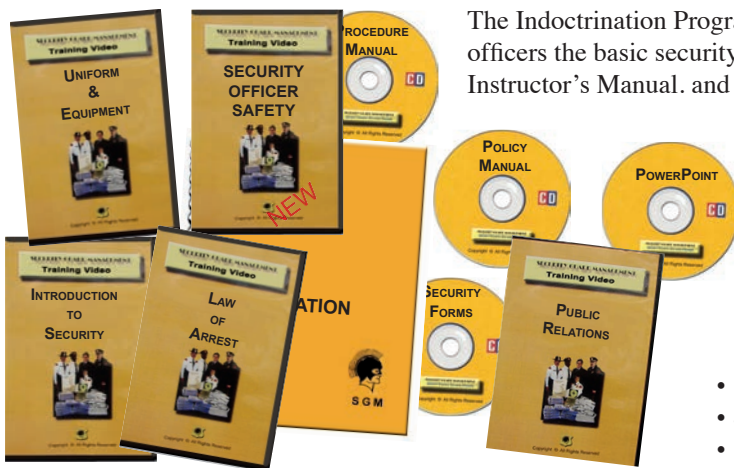
FANTASTIC PROGRAM WHEN
USED WITH HANDS-ON
TRAINING

INDOCTRINATION TRAINING PROGRAM

Save Over 10%

PR271

\$415



The Indoctrination Program is a four hour session and is ideal for teaching new security officers the basic security officer duties and requirements. This program comes with the Instructor's Manual, and PowerPoint. It also includes:

TRAINING DVD'S

- Introduction to Security 2nd Edition
- Security Officer Safety
- Uniform & Equipment 2nd Edition
- Law of Arrest 2nd Edition
- Public Relations

CD TEMPLATES

- Policy Manual
- Security Company Business Forms
- Procedure Manual

~~\$495~~
VALUE

FREE
3 DAY
SHIPPING

SELF-DEFENSE TRAINING PROGRAM

Save Over 10%

PR468

\$315

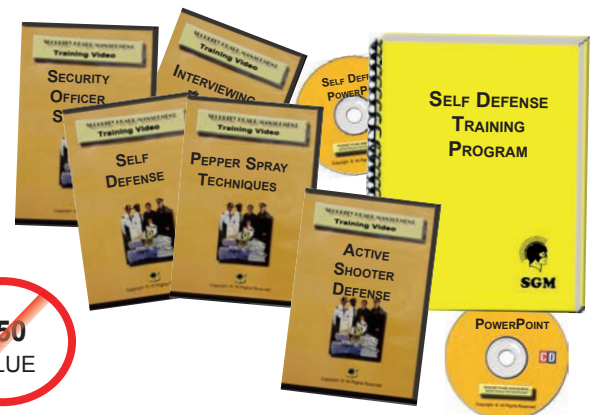
The Self-Defense Training Program demonstrates to your security officers how to confront an aggressive situation when in the field stressing the liability issues to avoid. It also demonstrates how to protect themselves when attacked using various defensive techniques such as; personal self-defense, baton procedures, using handcuffs, pepper spray procedures and general overall officer safety. The program includes the Instructor's Manual with its PowerPoint Presentation:

SGM TRAINING DVD's

- Self-Defense
- Pepper Spray

- Interview & Statements
- Security Officer Safety
- Active Shooter Defense

~~\$350~~
VALUE



TRAFFIC CONTROL TRAINING PROGRAM

Save Over 10%

PR481

\$85



The Traffic Control Training Program educates security officers how to evaluate vehicle and pedestrian traffic congestion. It demonstrates the proper use of traffic hand signals. It also covers personal safety precautions to take when directing vehicular traffic. The Traffic Control Training Program includes: • Instructor's Manual with its PowerPoint presentation • SGM DVD Traffic Control with its test and answer key

~~\$95~~
VALUE

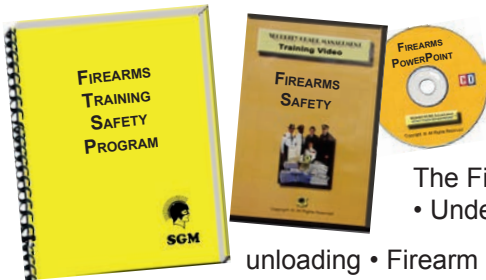
INSTRUCTOR TRAINING PROGRAMS

FIREARMS SAFETY TRAINING PROGRAM

Save Over 10%

PR274

\$89



This Firearm Safety Training Program stresses the importance of firearm safety. It includes caring for hand-held weapons as well as firing on a range, and what a security officer's responsibility is to the public, their personal safety and accepting the principles of handgun safety. This training session can be used to familiarize security officers with hand guns before live fire training.

The Firearms Safety Training Program comes with the instructor's manual that includes:

- Understanding handgun mechanics • Cartridge safety • Sight alignment • Loading and

unloading • Firearm safety rules • Muzzle control • Dry firing • Eye and ear safety • Range rules and etiquette • Cleaning weapons • Gun locks • lock boxes • gun safes • Action differentials between revolvers and semi-automatics • And more. The program also comes with:

*FANTASTIC PROGRAM WHEN USED WITH
HANDS-ON TRAINING*

- The Firearms Instructor's Manual
- The Firearms Safety Training Video & Test

\$100
VALUE

INTIMIDATION TRAINING PROGRAM

Save Over 10%

PR285

\$250

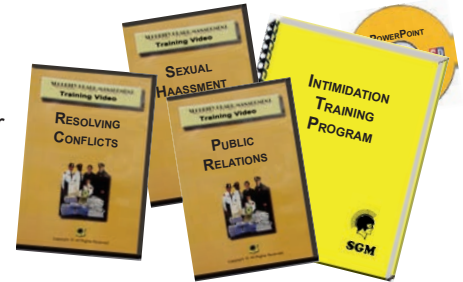
The Intimidation Training Program covers the types of bullying that security officers should avoid. It points out all the possibilities the security officer could even unintentionally make regarding sexual harassment. It also shows the security officer techniques to use to avoid client's customer conflicts.

The Intimidation Training Program includes, the Instructor's Manual with instructor chapters with PowerPoint presentation, the SGM Training DVD videos:

- Sexual Harassment
- Resolving Conflicts
- Public Relations

Each DVD training video includes a 10 question test and answer key.

\$280
VALUE



CUSTODY PROCEDURE TRAINING PROGRAM

Save Over 10%

PR272 **\$335**



The Custody Procedure Training Program is designed to give security officers a clear understanding of their duties and safety options when presented with situations that require taking someone into custody.

The program comes with six DVD training videos:

- Law of Arrest 2nd edition
- Security Officer Safety
- Court Procedures
- Pepper Spray Techniques
- Self-Defense
- Non-lethal Weapons.

- The program manual contains the instructor chapters with a PowerPoint presentation
- Each DVD training video includes a 10 question test and answer key.

\$375
VALUE

COMPREHENSIVE TRAINING PROGRAM

Save Over 10%

PR955

\$95



The Security Officer Comprehensive Training Program can be used as an 8-hour training session for new security officers or as an 8-hour annual training session. The Security Officer Comprehensive Training Program complies with most states mandatory 8-hour training. The program comes with an instructor's lesson plan and a PowerPoint slide presentation that correlates with the program.

\$110
VALUE

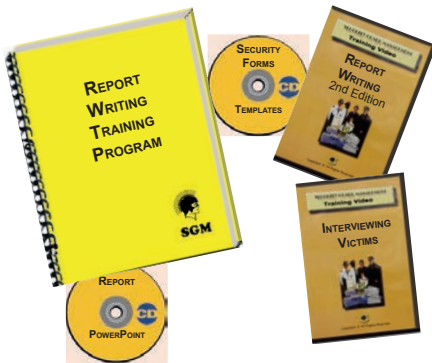
INSTRUCTOR TRAINING PROGRAMS

REPORT WRITING TRAINING PROGRAM

Save Over 10%

PR269

\$205



The Report Writing Training Program teaches security officers the most effective methods of note taking, filling out reports such as incident reports and daily logs. It expounds on the importance that reports must be clear and concise so that the clients and management will not have difficulty reading them. It demonstrates in detail how to effectively interview victims and witness. It also includes the SGM Form CD templates with over 20 security company forms. The Program also includes an instructor's manual with PowerPoint as well as the following SGM training DVDs with tests :

- Report Writing 1 & 2 2nd Edition,
- Interview Techniques.
- Security Company Forms CD Template which can be quickly converted into your company's profile.

~~**\$360**~~
VALUE

HOMELAND SECURITY TRAINING PROGRAM

Save Over 10%

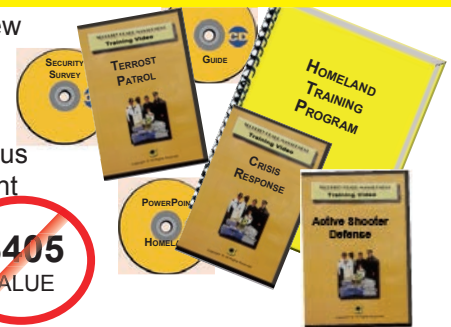
PR282

\$360

The Homeland Security Training Program will give your security officers an overview of their responsibilities as well as teaching them what to look for and what to do if they observe someone or something suspicious. The Homeland Security Program comes with the instructor's manual and PowerPoint. Some of the subjects covered are:

- Recognizing suspects and suspicious circumstances
- How to report suspicious circumstances
- Duties in catastrophic situations
- Cooperating with law enforcement
- a CD Template for setting up an evacuation plan for your clients

DVD's Terrorist Patrol • Crisis Response • Active Shooter Defense
CD's Security Survey • Crisis Response



~~**\$405**~~
VALUE

TACTICAL SOLUTION SCENARIO PROGRAM

TS101

\$105

Download TS102

\$90



This 24 chapter Tactical Solution Scenario program reduces the costly expense of classroom training. Using a printout, supervisors can train and test officers while on duty. The entire process takes about 20 minutes. Once the officer completes the 24 chapters course it is the equivalent of an 8 hours training session. The TSS program includes:

- A hard copy version,
- a CD with all chapters for printing as needed.
- PowerPoint CD



**OVER 5,000 SATISFIED
CUSTOMERS WORLDWIDE**

CD TEMPLATES, MANUALS & SOFTWARE

PROCEDURE MANUAL CD TEMPLATE

CD 301 **\$75**

Download Version CD 901 **\$70**

The Procedure Manual template documents specific duties and requirements for a company's course of action. The SGM Procedure Manual can quickly be converted into a manual specific to your company by using Microsofts "Find and Replace" function tool. It contains hundreds of pages of operational regulations and procedures. Below are some of the topics in each of its chapters.

Patrol and Sales

- Code of conduct
- Court appearance
- Escorts
- Incident reports
- Notifications
- Post orientation
- Patrol checks
- Sign in logs
- Problem cards
- Equipment responsibility
- Scheduling
- Sector supervisors
- Daily log
- Service request
- Supervisor inspections
- Towing vehicles
- Transporting officers
- Uniform of the day
- Dress code
- Vehicle assignments
- Vehicle inspections
- Warning notices
- Watch commander reports

Dispatchers

- Checking personnel on and off
- Telephone etiquette
- Alarm notification
- Computer failure
- Backup systems
- Building entry requirements
- Electrical failure
- Time change
- **Maintenance**
- Damage and loss of equipment
- Equipment control
- Duplication equipment
- Equipment retrieval
- Inventory control
- Key control and systems
- Name tags
- Post equipment
- Property custody
- Radios
- Retention time table
- Telephone system
- Uniforms
- Vehicles
- Weapons and more..

Human Resources

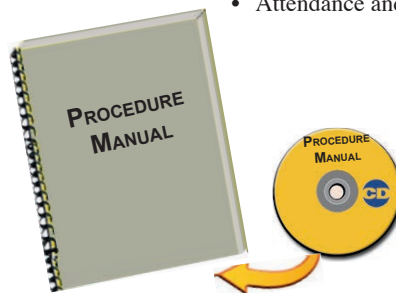
- Hiring new employees
- Annual and sick leave
- Licensing
- Issue
- Renewal
- ID number system
- Guard of the month
- Personnel jackets
- Training classes
- Workmen's compensation
- Unemployment and more...

Accounting

- Collections
- Payroll
- Employee loans
- Financial statements
- Garnish salaries
- Holiday pay
- Invoicing
- Licensing
- Overtime
- Pay raises
- Purchasing
- Recruit bonus
- Salaried employees
- Hourly employees
- Attendance and more...

Administration

- Client service report
- Complaint procedures
- Confidentiality
- Suspension procedures
- Executive management
- Daily reports
- Idea critique
- Memoranda
- Office routing slips
- Code of conduct
- Positive reinforcement
- Contract procedures
- Post instructions
- Late and no show
- Ordering & printing forms
- Removal of files
- Staff meetings
- Transmittal letters
- Time checks



CRISIS RESPONSE GUIDE CD TEMPLATE

CD940 **\$50**

Download CD941 **\$45**

With a major life-threatening crisis occurring almost weekly, having your security officers prepared to react for their personal safety and the safety of others is imperative. They need to be familiar with how to respond to all crisis situations. This is exactly what the SGM Crisis Response Guide strives to accomplish. The Crisis Response Guide CD template is designed to teach your security officers what to expect in the various crisis situations. It demonstrates what they should and should not do. Shows security officers how to assist people in harms way without further jeopardizing their own safety. The template is in Microsoft Word 10. Using the "Find & Replace" function allows you to quickly convert the guide to your own company's crisis. You can even create a Crisis Guide for your clients and thereby enhance your value to them. The following are just a few of the chapters included:



- Bomb threats • Explosions • Suspicious packages • Major crime in progress • Earthquake
- Elevator emergencies • Evacuations • Fire alarms • Hazardous material spills • Tornadoes
- Major utility failures • Active shooter

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WHEN YOU PURCHASE \$300 OR 5 MORE SGM
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CD TEMPLATES, MANUALS & SOFTWARE

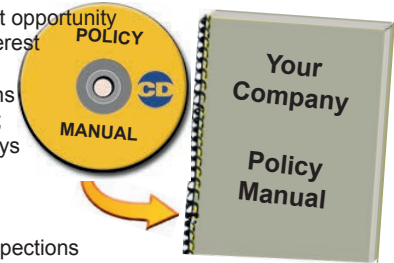
POLICY MANUAL CD TEMPLATE

CD 302 \$ 45

Download Version CD 902 \$ 40

Clients with large contracts usually require that you provide them a copy of your policy manual. The SGM Policy Manual has template with 45 chapters that cover most of the topics that are required for a security guard company. So why spend weeks to write a policy manual when you can simply convert the SGM policy manual as your own in a matter of minutes. Just open the manual, use the Microsoft's "Find & Replace" function and change the SGM company name to your company name. You can then edit or enhance it. The following are just some of the subjects within the 45 chapters:

- Employment Acknowledgment Form • Nature of employment • Employee relations • Equal employment opportunity
- Hiring relatives • Employment medical examinations • Immigration laws compliance • Conflicts of interest
- Outside employment • Nondisclosure • Employment categories • Access to personnel files
- Employee reference checks • Personnel data changes • Adjustment period • Employment applications
- Performance evaluations • Employee benefits: childcare; holidays; sick; annual leave; time off to vote; bereavement; jury duty; witness duty; COBRA • Timekeeping • Termination of employment • Pay days
- Severance pay • Work schedules • Safety • Pay deductions • Administrative corrections
- Use of telephones • Business travel and expenses • Overtime • Smoking rules • Medical leave
- Military leave • Family leave • Employee conduct • Work rules • Attendance • Sexual harassment
- Drug and alcohol use • Personal appearance • Return of uniforms • Solicitation • Internal security inspections
- Resignations • Illness in the work place



SECURITY COMPANY FORMS CD TEMPLATE

CD 304 \$ 35

Download Version CD 904 \$ 30

All security form templates on this CD can be easily converted to your company forms by using the Microsoft "Find and Replace" function. You can even insert your company logo on the forms. The following is a list of the forms included in the template:



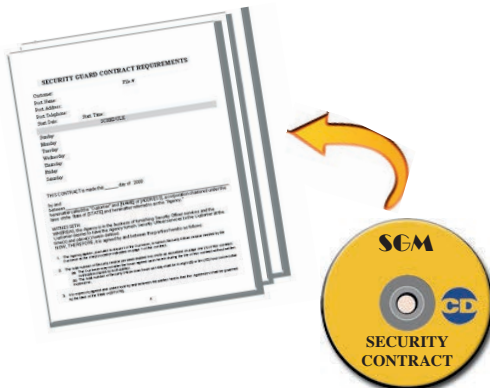
- Employment Application (4 pages)
- Incident Report (long version 8 1/2 X 14)
- Daily Log Report
- Condition of Employment Form
- Complaint Report
- Suspect Form
- Pay Adjustment Form
- Supervisor Inspection Report
- Managers Report
- Employee Exit Report
- Damage to Equipment Report
- Incident Reports (short version)
- Uniform and Equipment
- Client Contact Report
- Employee Tracking Report
- Bomb Threat Report
- Visitor Log Form
- Post Orientation Report
- Visitors Log
- Employee Evaluation Report
- Employee Loan Request

SECURITY SERVICE CONTRACT CD TEMPLATE

CD 306 \$ 25

Download Version CD 906 \$ 20

The SGM Security Contract Template is designed to help reduce your company's liability exposure. The contract is a two-page contractual document that has been used hundreds of times throughout the United States. The SGM contract template is in Microsoft Word making it easy to modify so that it can comply with your company and state requirements. Once you modify it, have your legal counsel review it. You will then have a contract second to none.



SAMPLE ARTICLE IN THE CONTRACT

The Customer may not alter the hours agreed upon herein during the life of this contract without written notification signed by both parties. The Customer agrees that it will not employ, directly or indirectly, any person who has been employed by the Agency at the site described in Article 1 above. In the event of breach by the Customer of this provision of the Contract, it shall pay to the Agency the sum of One Thousand Dollars (\$1,000) as liquidated damages.

CD TEMPLATES

NEGOTIATING A SECURITY CONTRACT KIT

Binder	KT305	\$110
CD Template	KT304	\$100
CD Template & Binder	KT310	\$150



The Guide to Cost Effective Security Guard Contract Negotiations kit is a combination reference manual and template. The kit contains 71 pages concerning contract guard service negotiations and quality service techniques. Use this kit as a template and reference manual to help win those contracts. It will guide you through pricing concepts, effective negotiations, work out reasonable and competitive billing rates within its 60 topics. The kit can be purchased as a hard copy 71 page document, a CD template or as a download, all of which have the identical content. The kit is written in Microsoft Word so that you can copy and modify portions of the content reducing composing time.



IT WILL QUICKLY BECOME YOUR COMPANY'S MOST VALUABLE SALES TOOL.

SECURITY SURVEY FOR CLIENTS KIT

Binder	KT306	\$110
CD Template	KT307	\$100
CD Template & Binder	KT311	\$150



PROVIDE YOUR CUSTOMERS WITH A STATE-OF-THE-ART SECURITY SURVEY
THE GUIDE TO DEVELOPING SECURITY PROGRAMS KIT (Author, Alex Trent). This kit is an excellent reference tool to assist you in producing a complete comprehensive security survey to provide your clients a professional security survey second to none. It will guide you through numerous security issues needed to make a comprehensive security survey. The completed document will impress your clients and increase your value to them. The kit is written in Microsoft Word so that you can copy and modify portions of the content reducing composing time. The kit can be purchased as a hard copy 155 page document, a CD template or as a download. All of which have the identical content.



UNEMPLOYMENT MANUAL TEMPLATE

CD Template	CD311	\$20
Download	CD911	\$15



The SGM Unemployment Manual is designed to provide general information on unemployment procedures. It explains how to reduce unemployment expenses and defines the various terminology used regarding unemployment issues how to set up your company employment application, create conditions of employment and help combat future unemployment claims. A few of the topics covered are:

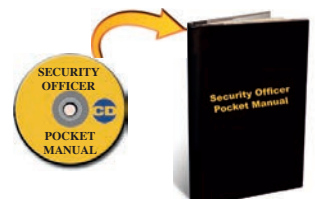
- Employee's availability for work
- Employment application requirements
- Employee history
- Company policies needed to contest claims
- Conditions of employment
- Employment period
- Performance and Policy warning procedures
- Unemployment eligibility
- Termination for gross misconduct
- Terminating an employee
- Numerous Unemployment forms that can be used to contest claims

SECURITY OFFICER'S POCKET MANUAL TEMPLATE

CD Template	CD303	\$70
Download	CD903	\$60

The SGM Guard Pocket Manual template contains 48 pages of guard company rules, regulations, procedures and policies. The SGM manual template is designed to fit in a security officer's uniform shirt pocket. The manual will improve your officer's productivity, reduce errors, and enhance their patrols. Using the Microsoft "Find & Replace" tool, the conversion process your company manual can be accomplished quickly. You can add additional information and make modifications to fit your company profile. When you finish modifying the manual, just take it to your local printer and have 5" X 4" copies made that will easily fit in your security officers uniform shirt pocket. The following are just some of the manual's chapters and content:

- Company's structure
- Daily log
- Report narratives samples
- Incident reports
- First aid / CPR
- Investigating accidents
- Warehouses
- Parking lot enforcement
- Patrol car procedures
- Suspicious packages
- Building check in duties
- Locking systems
- Various duty assignments
- Elevators procedures
- Building Lights procedures
- Post layout
- Post instructions
- Stairwells
- Spotting problems
- Visitor monitoring
- Damage to property
- Communication procedures
- Report structure
- Vehicle Inspection
- Grooming
- Security officer code of conduct
- And more.



CD TEMPLATES

SECURITY BID PROPOSAL TEMPLATE

CD Template	CD305	\$ 50
Download	CD905	\$ 45

The SGM proposal will impress all potential clients. This 50 page indexed Proposal will put you in front of all the others. You can easily convert the SGM Security Bid Proposal to your business profile in a matter of minutes by using the Microsoft Word "Find and Replace" function. You can make adjustments, delete any part and even enhance the proposal by inserting graphics and photographs. Once you create your own proposal template it can be used for all future proposals. All you will need from then on to make minor modifications for prospective clients is just change the name. A few of the topics are:

- Bid Rate • Introduction • Scope of Service • Cost of Service • Organizational structure • Client profile
- Drug testing • Management qualifications • Uniforms • Equal Employment Opportunity • Patrol cars
- Statistics and achievement • Quality management • Client relations • Personnel selection
- Security Officer Job qualifications • Training • Patrol division • Employee benefits • Supervision
- Verification systems • Client Lists • Why hire your company • Insurance • Contract milestone schedule
- Executive Biographies • Immigration law compliance.



EVALUATION MODULE TEMPLATE

CD Template	CD312	\$ 25
Download	CD912	\$ 20

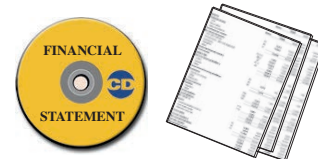
Issue evaluation forms to your supervisors to assess your security officer's job performance. When completed, each supervisor turns them into a manager to be averaged by category. The Evaluation Program generates a document (printout) for each security officer. These printouts are presented to the officer by the supervisor for signatures and consultation. Following are just a few of the Evaluation Program's topics: • Adaptability • Attendance • Communication • Dependability • Initiative • Hygiene • Uniform appearance • Work habits • Work quality • Report writing • Quantity of work • Planning • Public relations



FINANCIAL STATEMENT TEMPLATE

CD Template	CD310	\$ 15
Download	CD910	\$ 10

The SGM financial statement template represents a typical contract security guard company's financial profile as well as a profit/loss statement. It requires Microsoft Excel 2000 or higher to function. Simply enter your current company's financial data into the predesignated categories. As you enter data the spread sheet will make all the appropriate calculations.



CD BUNDLE TEMPLATE'S / MODULES Save Over 10%

CD Templates	BD312	\$ 560
Downloads	BD912	\$ 450



The CD BUNDLE contains every CD template and CD module in the SGM product line.



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BD276

\$ 3,400



~~\$4,305~~
VALUE

SUPER BUNDLE CONTAINS ALL SGM PRODUCTS:

THREE SECURITY OFFICER TRAINING PROGRAM BINDERS WITH 22 CHAPTERS AND TESTS (10 QUESTION TESTS FOR EACH CHAPTER AND A 40 QUESTION FINAL EXAM. • THE INSTRUCTOR'S LESSON PLAN EACH WITH POWERPOINT SLIDE PRESENTATIONS, (OVER 400 SLIDES) • ALL 35 SECURITY OFFICER AND SUPERVISOR DVD TRAINING VIDEOS • THE SGM 5 1/2 HOUR SEMINAR AND WORKBOOK • ALL THE SGM CD TEMPLATES AND MANUALS • THE SGM TRAINING CERTIFICATE WITH YOUR COMPANY'S NAME.

VIDEOS

- | | | | |
|--------------------------------|----------------------------|----------------------------|---------------------------|
| • ACCESS CONTROL | • FIRE WATCH 1 & 2 | • NON-LETHAL WEAPONS | • SECURITY OFFICER SAFETY |
| • ACTIVE SHOOTER DEFENSE | • FIREARMS SAFETY | • MOBILE PATROL | • SELF-DEFENSE |
| • BASIC SUPERVISION | • FIRST AID & CPR | • PATROLLING 1 & 2 | • SEXUAL HARASSMENT |
| • RESOLVING CONFLICTS | • FOOT PATROL | • PEPPER SPRAY TECHNIQUES | • SUPERVISOR TECHNIQUES |
| • COURT PROCEDURES | • INTERVIEWING WITNESSES | • POST ORIENTATION | • TERRORIST PATROL |
| • CRISIS RESPONSE 1 & 2 | • INTRODUCTION TO SECURITY | • PROTECTING A CRIME SCENE | • TRAFFIC CONTROL |
| • EXECUTIVE SEMINAR & WORKBOOK | • LAW OF ARREST | • PUBLIC RELATIONS | • UNIFORM/EQUIPMENT |
| | | • REPORT WRITING 1 & 2 | |

CD TEMPLATES AND HARD COPY MANUALS

- | | | |
|-----------------------------------|---------------------------------|-----------------------------|
| • TACTICAL SOLUTION PROGRAM | • SECURITY CONTRACT PROPOSAL CD | • UNEMPLOYMENT MANUAL CD |
| • SECURITY SUPERVISOR MANUAL | • SECURITY SERVICE CONTRACT CD | • FINANCIAL STATEMENT CD |
| • SECURITY OFFICER TRAINING GUIDE | • SECURITY COMPANY FORMS CD | • OFFICER POCKET MANUAL CD |
| • NEGOTIATING A CONTRACT KIT | • POLICY MANUAL CD | • EVALUATION MODULE CD |
| • SECURITY SURVEY KIT | • PROCEDURE MANUAL CD | • SECURITY COMPANY FORMS CD |

BSIS LICENSED AND CERTIFIED

MANUALS

SECURITY OFFICER FIELD TRAINING GUIDE

BK103 **\$18.50**

Sets of 5

BK104 **\$90**



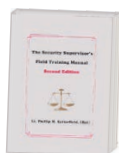
The Security Officer's Field Training Guide Manual is a 150 page Guide that covers the majority of situations that often confront a security officer. Use this manual as an 8 hour annual home study course and have your security officers take the test at your company's training facility. The manual comes with a library pocket and registration card for inventory control. Some of the subjects are: Interview techniques, foot patrol & vehicle patrol techniques, report writing, effective communications, accountability, arrest and control techniques. This is an ideal home study/classroom tool. As a bonus, you will receive a 40 question test and answer key on a CD to let you print tests as needed.

SECURITY SUPERVISOR FIELD TRAINING MANUAL

BK105 **\$27.50**

Sets of 5

BK106 **\$135**



This is a supervisor 8 hour annual home study course. The manual contains 12 chapters which covers the majority of situations that a supervisor is confronted with every day. The manual comes with a library pocket and registration card for inventory control. Some examples are: relationships, supervisor styles, duties and responsibilities, subordinate counseling, evaluating subordinate performance, subordinate discipline, leadership qualities and liability issues. A CD with a 40 question test and answer key is included.

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SGM

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TELEPHONE



SALES REPRESENTATIVES are available on standard business days Monday through Friday, 9AM to 5PM, Eastern Standard Time.

VOICE MAIL 1-301-812-1330 and E-mail Sales@sgmTraining.com available 24 / 7.

INTERNATIONAL Telephone Line: 1-443-964-4519 **E-Mail:** Sales@sgmTraining.com

INTERNATIONAL



SGM does not accept international credit cards. All international orders (except Canada) require payment via wire transfer or bank checks in USD. Wire transfer orders will be charged a wire transfer fee of \$30. Orders will be shipped upon wire transfer verification. Orders paid by check will be shipped once the check clears (6 to 10 days). Shipping fees are based on weight, destination and service requested.

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Log onto our secure website sgmTraining.com or SGMnow.com 24/7. Orders are shipped on the next business day. Approved orders will receive an e-mailed PDF copy of your paid invoice with your approval validation and tracking numbers.

Downloading Templates- Are discounted to save you time and the shipping and handling fees. Most software and templates can be downloaded. Downloads are identical to the CD versions.

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Telephone service is available Monday through Friday, 9AM to 5PM Eastern Standard Time.

RETURNS WITHIN 30 DAYS



ALL SALES ARE FINAL

If within 30 days of your purchase a product that becomes defective, SGM will replace it, no questions asked. Call 443-964-4519 Monday through Friday, 9AM to 5PM EST. SGM will send you the replacement product along with a pre-paid return shipping label to return the defective item.

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