



Social Engineering & Handling Difficult Calls

“One of the best courses I have been on. Excellent!! Well done!”

Creating a Security Aware Culture

Animal Rights extremism and globalisation of the opposition to the use of animals in medical research through such groups as PETA has made it more important than ever to be vigilant. Having a security aware culture and knowledge of animal rights extremist tactics can help to provide a safe working environment and reduce the impact of these threats.

Agenda's security courses have been delivered to over 4000 people worldwide with excellent feedback, continually updated and designed to meet your needs these courses will support all of your other security based activities. All courses are interactive with the emphasis on effective learning through interaction and fun learning activities.

Social Engineering and Handling Difficult Calls

Specifically designed for research facilities the course covers 4 key areas:

- Receiving and responding to external calls
- Reviewing social engineering tactics
- Taking the fear out of difficult calls
- Key actions to minimise information loss

Who should attend?

The course is designed for all front line workers, anybody that respond to external phone calls and those in managerial, supervisory research and security positions.

What will I learn?

This interactive course outlines how animal rights groups use your telephone systems and other method to gain information, terrorise people and issue bomb threats. We profile the kinds of calls to expect, how to deal with them effectively and how to develop simple templates for recording the information. We use role playing to enable participants to practice their newly developed skills in a non-threatening environment.

Course Details

Half day courses cost £160 per person plus travel and accommodation. Minimum 10 people and maximum 16 people per course.

Courses can be run off site, at your facilities or at Agenda's training facilities.

Further details? Phone 08456 445546 (UK) or +44 1964 671791 (International), review our web site www.agenda-security.co.uk or e-mail: info@agenda-security.co.uk



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