
Security Supervisor Leadership: Incident Handling, Reporting and Team Coaching Training Course

10 – 14 January 2027
Kuala Lumpur





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Programme Summary

Security supervisor leadership is the subject of this one-week training course for senior security officers, shift supervisors and team leaders moving into management, ending in a supervisor handbook for one site. Officers promoted for sound frontline judgement often meet new demands: directing colleagues, writing reports that stand up to review, and coaching people who were recently peers. The programme builds these abilities through structured exercises on incident handling, reporting and team coaching, each applied to the participant's own post. Mars Training Centre UK delivers this programme on security supervisor leadership to mixed-organisation cohorts.

The Business Case

Security teams lose consistency when newly appointed supervisors rely on personal habit instead of a shared method. Incidents are then handled unevenly, reports leave gaps that weaken later review, and capable officers receive little feedback. A supervisor who applies one method for incident handling, reporting and coaching gives the organisation a team whose output can be checked.

- Incident Handling Consistency: Improves as shift decisions follow a common escalation sequence.
- Report Quality: Rises as records become complete, factual and usable by managers and investigators.
- Team Retention: Strengthens as officers receive regular coaching and clear expectations.

Principles and Evidence Base

- IFPO protection officer body of knowledge: It sets out the duties and professional conduct of protection officers, and it frames Sessions 1 and 2.
- Security Supervision Davies: This standard text on supervising security staff informs the work on briefing, delegation and performance in Sessions 3 and 4.
- Structured incident record practice: Facts are separated from opinion and set out in time order, and this practice shapes the reporting work in Session 2.

Intended Participants

- Senior officers who direct colleagues on a shift and are accountable for its results.
- Team leaders who brief, allocate posts and review the work of others.
- Supervisors who write or approve incident reports for managers and clients.
- Newly appointed security managers who must coach former peers.
- Control room and site leads who coordinate escalation between teams.

Typical settings include retail and shopping centres, healthcare, logistics and corporate campuses.



Learning Outcomes

1. Participants will be able to distinguish the duties of a supervisor from those of an officer and set expectations for a shift.
2. Participants will be able to apply an escalation sequence to incidents of differing severity.
3. Participants will be able to construct incident reports that separate fact from opinion.
4. Participants will be able to diagnose performance gaps in an officer and plan a coaching conversation.
5. Participants will be able to resolve conflict between colleagues.
6. Participants will be able to justify a supervision routine to a manager or client.

Programme Structure

Day 1: From Officer to Supervisor

What changes when a security officer becomes accountable for the work of others?

- IFPO Protection Officer Role Review
- Supervisor Duties and Boundaries Chart
- Shift Expectation Statement
- Authority and Influence Self-Assessment
- Handover Briefing Structure

Day 2: Incident Handling and Reporting

How is an incident handled in sequence and recorded so that others can rely on the record?

- Escalation Sequence Ladder
- Incident Command Roles on Shift
- Fact and Opinion Separation Test
- Time-Ordered Incident Report Template
- Report Review Checklist

Day 3: Directing and Briefing the Team

How are posts, tasks and priorities allocated so that every officer knows what is expected?

- Pre-Shift Briefing Script
- Post and Task Allocation Grid
- Delegation Check Questions
- Control Room Communication Protocol
- Supervision Routine Planner



Day 4: Team Coaching and Conflict Handling

How are performance gaps addressed and disputes resolved without damaging the team?

- Observation Notes and Feedback Record
- Coaching Conversation Structure
- Performance Gap Diagnosis Sheet
- Conflict Response Options Matrix
- De-escalation Language Bank

Day 5: Building the Supervisor Handbook

Do the briefing, escalation, reporting and coaching tools work together on one site?

- Applying the Session 2 Escalation Ladder to a Live Post
- Testing the Session 3 Briefing Script in Role Play
- Rewriting a Report with the Session 2 Template
- Using the Session 4 Coaching Structure on a Case
- Completing the Supervisor Handbook

Methodology

The programme uses structured exercises built on anonymised incident narratives, shift logs, briefing notes and short written cases from retail, healthcare and logistics sites. Participants work in small groups on posts of their own, rehearse briefings and coaching conversations in pairs, and receive facilitator feedback on every record they write.

- Suggested activity: Rewriting a weak incident report so that facts and opinion are separated.
- Suggested activity: Delivering a two-minute pre-shift briefing and revising it after peer feedback.
- Suggested activity: Rehearsing a coaching conversation with an officer whose reports are late.

Capstone Output

Each participant completes a supervisor handbook for one site. It holds a duties chart, an escalation ladder, an incident report template, a briefing script, a coaching conversation guide and a supervision routine. The handbook is used at work to run the first weeks of a shift, to induct new officers and to show a manager how the team is run.



Frequently Asked Questions

Is training in security supervisor leadership suitable for officers who have never supervised others?

Yes. The programme assumes solid frontline experience and builds security supervisor leadership from the change of role upward, starting with duties and boundaries.

Which sources does security supervisor leadership rest on in this programme?

It rests on the IFPO protection officer body of knowledge and the standard text Security Supervision, together with structured incident record practice.

How is the handbook for security supervisor leadership used at work?

You use it to run shifts, induct new officers and show a manager or client how your team is supervised.

How does learning security supervisor leadership differ from a programme on security management?

It centres on directing, reporting and coaching on a single shift, while security management centres on strategy, budgets and risk across a whole organisation.