

Situational Awareness of leadership

Do you trust and respect the security manager?
People are not forthcoming with information for numerous reasons. It is vital for security managers to earn the respect and trust to reduce resistance and obtain information.

The Situation in Work Environment
The Security Managers uses the skill-sets *to earn the trust and respect of their team* besides focused on specific ideals. Some decisions are reliant on their staff's input. *When the staff do not trust or respect the manager, the manager may not obtain valuable information*.

The first things that comes to one's mind sub-consciously when we meet people for the first time is ''*do I respect the person,* and *do I trust the person*?''

How does one earn respect?

They are [1]exceptional attentive listeners with a balance in empathy and ego drive. They are open to innovative ideas and want to know or learn more, as they realize they are responsible for the lives of many. They understand emotionally the responsibility of their position and have the mentality that goes with the responsibility.

This has nothing to do with the title, as some people get their title by perceived strengths and skills related to security. Perhaps, they have just had a lengthy period of military war/conflict experience, or they may be academically inclined with MSc with limited field experience in a specific field and believe they are versed in all fields of security. Subsequently, one who knows the true value of a security manager would be able to assess the manager's strengths and weaknesses. The security manager that is an expert in Risk mitigation and a student of Criminology will acquire the skill-sets and master certain skill-craft in-line with current challenges.

[1] Professionals skilled in these skill-sets are excellent listeners as they are trained to extract reliable and all the information besides manage emotions to gather even more information

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Unfortunately**,** the Directors of companies do not know the true abilities of a security manager and therefore do not understand the value that the security manager could contribute to their company.

Respecting the Security Manger have characteristics, such as,
1.The Security Manager is not biased [2](Nickerson 1998) or racist in any sense of the word. They must be non-political and non-racist, as any professional of the Judicial System knows that justice must be blind to such.

2.They are knowledgeable in their region of interest and furthermore and most importantly**,** they express that they realize they will always be students of 'their region of interest'. Reason being, is that new incidents evolve rapidly with current challenges**.** One simply does not respect a 'know it all' person because what worked yesterday may not work today.

3.They have an investigative mind which is their greatest strength and focus on their skill development related to such. Subsequently**,** a Master, is a person that knows that to retain the title 'Master', a person in a state of continuous learning and perfecting skill-craft. *People respect and trust an educated professional*

4.Security Managers base their decision making on all, usable and reliable information as they know their actions are life impacting or life & death decisions implications. They *do not thumb-suck info* and any action based on insufficient or unreliable information will deliver collateral damage.

5.When they declare they are experts in Risk Mitigation, and you ask them how they mitigate risk. They may discuss historic data and bring in their viewpoint of current challenges. Then ask them" what is happening on the ground right here and now in their location and region of interest?'' If they do know - then ask them how important it is to know as they did not mention it.

[2] Nickerson (1998)
https://www.researchgate.net/publication/280685490_Confirmation_Bias_A_Ubiquitous_Phenomenon_in_Many_Guises

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6. They declare they are students of [3]criminology and continuously pay attention to the news media especially articles or current events pertaining to any form of crime. They must substantiate their statement by confirming the statement with facts as there is such a thing as false news.

7. The Security Manager knows what they do. They are in a constant state of heightened situational awareness, evaluating and interviewing people, because it is not the weapon that commits crime – it is people. The MOST IMPORTANT function is to gather all, usable and reliable information. Furthermore, the Professional Security Manager must be able to manage other people's emotions. When the security managers manage people's emotions by understanding their situation and knows their position and how they truly feel, then people feel listened to which they in-turn respect and trust. This can only be done with the skill-sets for critical thinking lie, deception detection and critical situational interviewing.

The easiest and most effective method to acquire the skill-sets and master the skill-craft



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[3] Students of criminology, risk and security and find Major Threat Concerns can be found in the Annexes

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