



Robbery Prevention Response & Aftermath Video Webcast Series

April 21 & 28, 2010, 12:30 - 2:30 p.m. (MT)



Robbery response training can save lives! This two-part webcast will help you develop an effective robbery prevention, response and aftermath program and train all your staff.

Banks must provide initial and continuing robbery training for ALL employees. This two-part webcast series will help you:

- Meet regulatory training requirements and educate everyone about the different types of robberies and effective response techniques
- Conduct an initial and continuing robbery risk assessment
- Identify employees that should receive different levels of training
- Identify policies, procedures and training techniques that should be retained, modified or eliminated
- Make recommendations that enhance safety
- Gain support from the board, department managers and staff
- Protect the institution and trainer in the event of a legal action

You will receive the original workbook texts in Word and companion PowerPoint slides that you may adapt to your training needs.

Presenter

Dana Turner, Security Education Systems

Part I - April 21, 2010, 12:30-2:30 MT

Robbery Training for Managers & Executives

Managers may have to make critical decisions that staff are either unprepared or unauthorized to make. This session will help you design and implement a standardized, institution-wide robbery prevention and response program. Highlights include:

- Determining Vulnerabilities
- Developing a Robbery Prevention Checklist
- The Difference Between Business and Personal Crimes
- Your Robbery Response Plan
- Robbery Prevention and Response Strategies
- Robbery Aftermath Considerations and Procedures
- Sample Robbery Procedures for Staff and Management

Audience: Security Officers, Directors, Auditors, HR Managers, Trainers, and Compliance Officers

CE Applied: 2 hours CRCM/CFSSP with the Institute of Certified Bankers

Part II - April 28, 2010, 2:30-2:30 MT

Robbery Training for All Staff - The SAFECATCH Model

The **SAFECATCH Bank Robbery Suppression & Apprehension Program**, developed and promoted by the Seattle WA Office of the FBI, meets the need for a more effective robbery training program. During development, the FBI researched bank robberies from 1996 through 2006. Studies revealed that violent crimes did not occur when robbers posing as customers were treated like customers. And there are no reported instances since then. As a result, there is no confrontation aspect within the program. Suggested strategies provide potential robbers with an excuse to leave the bank unobstructed. The "SAFE" prong is a preventive measure. The "CATCH" prong partners employees with law enforcement. Together, they create an environment that safely empowers staff to make a positive difference regarding robberies. Highlights include:

- Brief history of SAFECATCH, including statistics
- The acronyms and how to use them, including: Scan, Alert, Friendly, Exit (SAFE) and Call, Action, Tactical, Cash, Help (CATCH)
- Special Considerations

Audience: All bank personnel

CE Applied: 2 hours CRCM/CFSSP/CBT/CCSR/CPB with the ICB

What is a Web Seminar?

A webinar is an online seminar featuring live audio and PowerPoint slides. Everything is delivered through your PC. No special hardware is needed; however, speakers or headphones are required. The program consists of 90 minutes instruction and 30 minutes live Q&A. Each webinar registration provides one connection to the live webinar, written materials and access to the On-Demand Webinar for 30 days following the broadcast. You may have unlimited listeners on your connection by PC. You will receive a PIN, written materials and instructions prior to the seminar. If you do not receive a confirmation at least 2 days prior to the event call 888/262-7701. An On-Demand Webinar is a live webinar that has been recorded and streamed to your computer to watch at your convenience. The program can be viewed any time. You may watch a portion of the program, come back, and pick up where you left off! You may also review the program at will if you need a refresher. Anyone at your branch may access the program from a computer using the login and password. When you purchase an On-Demand Webinar, you have unlimited access to the program for 6 months from date of purchase.

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Robbery Training for Managers ... SW2-1022 **April 21, 2010**

Webcast/Materials (live hookup)

\$250 mem \$500 non-mem

On-Demand Webcast/Materials*

\$270 mem \$540 non-mem

The SAFECATCH Model SW2-1271 **April 28, 2010**

Webcast/Materials (live hookup)

\$250 mem \$500 non-mem

On-Demand Webcast/Materials*

\$270 mem \$540 non-mem

*Unlimited online access to a copy of the webinar for 6 months from purchase date.

*We cannot guarantee registration for incomplete and/or illegible registration forms received. Please complete the form and type or write carefully.

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-Preferred Payment Method: Online or e-Check

-Payment Must Accompany Registration - Invoices are Not Provided

Three Ways to Register:

Online: Visit www.montanabankers.com (Education)

Mail: Mail completed form with check to Bankers Ed, 5700 S. Mopac, #C310, Austin, TX 78749 by March 26, 2010

Phone: Call Bankers Ed at 888/262-7701

*Late Registration: Please register online when registering 2 days prior to the event (credit cards & e-Checks accepted). Call 888/262-7701 for assistance.

Method of Payment (check one):

Check payable to Bankers Ed (must be accompanied by registration form)

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