

Robbery Prevention Response & Aftermath Video Webcast Series



NORTH DAKOTA
BANKERS
ASSOCIATION

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, 1:30-3:30 CT

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 Awarded: 2 hours with the Texas State Board of Public Accountancy

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

Part II April 28, 2010, 1:30-3:30 CT

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 Video Webcast?

A video webcast is an online seminar that features audio, video and a PowerPoint presentation streamed in real time to your computer. **Speakers and an Internet connection are required.** You may communicate with the speaker during the live webcast by email. Each session consists of 90 minutes instruction and 30 minutes live Q&A. Your webcast registration provides 1 connection to the program, materials and access to the On-Demand Webcast for 30 days following the event. You may have unlimited listeners on your connection by PC. You will receive materials and instructions prior to the program. **If you do not receive a confirmation at least 2 days prior to the event, contact 888-262-7701.**

The **On-Demand Webcast** is a webcast that has been recorded and streamed to your computer to watch at your convenience. It may be viewed anytime 24/7. Anyone at your branch may access the program from a computer using the link provided. When you purchase an On-Demand Webcast, you have unlimited access to the program for 6 months from date of purchase.

Transmission, retransmission or republishing of the audio portion of the seminar is prohibited. Your registration entitles you to 1 connection at 1 location with permission to copy materials for participants. Complete one registration per location.

Registration Information and Form	
Robbery Training for Managers ... <small>SW2-1022</small>	April 21, 2010
Webcast/Materials (live hookup)	<input type="checkbox"/> \$250
On-Demand Webcast/Materials*	<input type="checkbox"/> \$270
The SAFECATCH Model <small>SW2-1271</small>	April 28, 2010
Webcast/Materials (live hookup)	<input type="checkbox"/> \$250
On-Demand Webcast/Materials*	<input type="checkbox"/> \$270
*Unlimited online access to a copy of the webcast for 6 months from purchase date	
<input type="checkbox"/> Save \$25 or more (members only) - Sign us up for both programs for \$475. Indicate preference for webcast or on-demand webcast above.	
We cannot guarantee registration for incomplete and/or illegible registration forms received. Please complete the form and type or write carefully.	
Name _____	Title _____
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Mailing Address _____	
City/State/Zip _____	
Phone/Fax _____	
E-mail _____	
Preferred Payment Method: Online or e-Check Payment Must Accompany Registration - Invoices are Not Provided	
Three Ways to Register	
Online: Visit ndba.com or bankersed.com/ndbankers/telephone.asp .	
Mail: Mail completed form with check to Bankers Ed, 5700 S. Mopac, #C310, Austin, TX 78749 at least 10 days prior to the event	
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):	
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Seminar Content Questions: Contact NDBA at (701) 223-5303.	