



Local Response | National Support

Cross-Generational Training Is Not One Size Fits All

By Rich Cordivari, VP of Learning and Development, AlliedBarton Security Services

Today's security services workforce spans many generations and geographies. Recently, a member of my corporate training team conducted a workshop with participants ranging from age 20 to 50 plus, representing Generation Y/Millennials, Generation X and Baby Boomers. The group members discussed their optimal learning strategies and communication techniques and it was clear that there is no one-size-fits-all education in training today's workforce. It is no surprise that training a Millennial can be dramatically different than training a Boomer. When a participant relayed to the group that she grew up on a black-and-white television that signed off by 10 p.m. nightly, a Millennial piped up with, "how could you live?"



The Baby Boomers, born from 1946-1964, reached adulthood without digital technology. While some Boomers welcome new technologies, others are reluctant to adapt. Digital technologies began to surface in a mainstream way during the teen years of Generation X (1965-1978) making them more willing to embrace these technologies. And Generation Y (1979-2002) and Millennials have never experienced a time without digital technology, with many of them unable to understand how one could live without a computer, iPod or Blackberry, and share their lives via MySpace, You Tube or similar social networks.

As Vice President of Learning and Development for the country's premier provider of highly trained security personnel which won recognition as a Training magazine's Top 125 Training Companies for the past three years, I am challenged with ensuring that our 50,000 multi-generational security officers, supervisors, managers and executives are fully supported with optimal learning tools and guidance required for success in their roles.

As the security officer sector grows, the need for our country's officers to be comprehensively trained is vital, no matter what their age. As such, our online and classroom training curriculum is continually updated and enhanced to accommodate our workforce across the industries we service including Chemical and Petrochemical, Higher Education, Commercial Real Estate, Financial Institutions, Government Services, Healthcare, Manufacturing and Industrial, Residential Communities and Shopping Centers. Our online training center provides a wide range of pertinent and timely courses and activities that are available to employees 24 hours a day, seven days week.

Companies turn to AlliedBarton for local, on-the-ground response coupled with national support. The AlliedBarton training community is made up of more than 150 training professionals located throughout the country who deliver programs developed by the corporate training group as well as programs they design based on clients' needs. Our trainers are the eyes and ears of the organization who help keep us abreast of new security concerns and who enable us to continually update our training modules.

Developing Future Leaders

People are the primary asset of the security services industry. The best security services companies are the ones that provide the training and opportunities for employees to strive to succeed in the industry and recognize that just developing training courses is not enough. Those programs must be a part of a strategic effort to reach employees of different ages and backgrounds with a variety of learning styles. At AlliedBarton, we do that and also seek to identify our organization's future leaders by taking our training to the next level. Our Learning Management System (LMS) strengthens our leadership development process by introducing new on-demand courseware that offers immediate assessment and performance management benchmarks.

Answering the SOS Call

Our Safety Officer Specialist (SOS) program, designed to reach all audiences, is a 14-module self-paced safety awareness program that supports our company's Dare to be Safe! initiatives. In order to raise safety awareness across the board, we created an internal website devoted to Dare to be Safe! where officers can find job safety analysis tools, study and training guides and informational articles that support making the workplace safer, perfect for all three generations. The SOS program helps make the on-the-job experience safer, reduces worker compensation cases, and reinforces to our clients our commitment to safety at our job sites. Upon successful completion of the SOS program, the officer gets a completion certificate and lapel pin that recognizes the officer has completed additional safety training.

SAIL to Success

Earlier this year, we rolled out a national mentoring program called Security Academy In Leadership (SAIL) which is ideal for one-on-one, more traditional learners such as Boomers. This program pairs our personnel with other employees who are skilled in different areas. Our mentors provide their expertise to less experienced individuals in order to help them advance their careers, enhance their education, and build their networks. Since there is no finite start and finish time for mentorship, we work hard to identify mentors committed to participating in a robust, long-term relationship. A supervisor who wants to learn about account management may be paired with an account manager, and an account manager or district manager may be paired up with a more experienced manager or executive who will work closely with them on a career development plan that is outlined in the Mentor and Protégé Guides. Face-to-face interaction is crucial in building a successful, long-term mentoring relationship so when matching mentors with protégés we look not only for knowledge, skills and experiences that can be shared, but for geographical proximity as well.

KnowledgeKnuggets™

One very popular way we support training is with KnowledgeKnuggets™, undoubtedly geared for the tech-savvy Millennial. With these short, instructive audio MP3 files officers can access and utilize training at their own pace and on their own schedule. The training segments feature a variety of topics and are designed to refresh previously learned information and encourage officers to take full advantage of all the learning opportunities AlliedBarton makes available. Delivering world-class online and classroom training programs ensures that security officers are well-versed in a wide variety of tactical and strategic information across diverse industries. It is important to provide training programs in a variety of formats for different types of people. While Boomers and Millennials may learn differently and gravitate toward different training mediums, our end result of delivering highly trained and motivated security personnel is the same. We are proud to motivate and educate officers who continue to rise through the ranks to become new company leaders.

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For more information call 1-866-825-5433 or visit AlliedBarton.com

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