















# CONFRONTATION, CONFLICT MANAGEMENT AND DE-ESCALATION

(IN PERSON OR VIRTUAL)

Human beings experience physiological responses to stressful encounters that inhibit our ability to communicate, problem solve and listen when it's most important to do so. RJM Strategy Group's Confrontation, Conflict Management and De-escalation program introduces participants to a variety of methods to help them regulate stress during a confrontation and manage the encounter without giving into the instinctive visceral reactions that derail our problem-solving abilities. Participants will be presented with several beneficial tools that will help them manage difficult conversations and mitigate confrontations. By completing a self-assessment, participants will discover their own personal conflict management style and understand how it affects their ability to collaborate to reach mutually positive outcomes.

## Participants will benefit from the following:

- Learning a variety of methods to regulate stress.
- Becoming skilled in managing difficult conversations and mitigating confrontations.
- Discovering their own personal management style.

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# **CYBERSECURITY - LEVEL I**

(IN PERSON OR VIRTUAL)

The Cybersecurity Level I session provides essential insights into safeguarding digital environments from threats. The session covers various topics, starting with the fundamental question: How to avoid a virus?

Attendees are educated on the diverse ways through which computer viruses can infiltrate systems. This includes email attachments, internet downloads, infected USB drives and compromised websites, emphasizing the importance of vigilance whenever data is received.

The discussion then delves into unseen threats, highlighting "MITM" attacks (Man-in-the-Middle) and WI-FI-based attacks. Participants are made aware of the risks associated with credential harvesting over open networks, particularly concerning when individuals reuse passwords across multiple services.

Scams and Ads are identified as potential hazards, and the session provides practical guidance on recognizing warning signs and avoiding falling victim to deceptive tactics. Attendees are equipped with the knowledge to navigate the digital landscape safely.

The concept of social engineering is introduced, shedding light on manipulative tactics employed by cybercriminals to exploit human psychology. Practical tips are shared on protecting oneself against social engineering, emphasizing the importance of skepticism and caution.

The session concludes with insights on overall cyber-attack protection strategies. Participants are prompted to evaluate their online presence, asking whether they might share too much on social media.

The Cybersecurity Level I session delivers a comprehensive overview of common threats, protective measures and best practices to fortify one's digital space against potential cyber-attacks.

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## **CYBERSECURITY - LEVEL II**

(IN PERSON OR VIRTUAL)

Unlock the secrets to a resilient and secure organizational future with our exclusive Cybersecurity Level II Mastery Workshop. Dive into actionable insights and empower your team to safeguard against evolving digital threats. This is an immersive workshop and equips your team with the knowledge and tools needed to navigate the complex landscape of cybersecurity. Fortify your organization against cyber threats! Here's a sneak peek into what you'll learn:

### Strategic Priority Setting

Make cybersecurity a strategic cornerstone, aligning it seamlessly with your organizational goals.

#### Mission-Critical System Understanding

Collaborate with IT experts to gain a comprehensive understanding of your mission-critical systems, programs, and operations.

### Risk Mitigation Strategies

Identify potential system vulnerabilities that could bring your organization down and work with IT to assess and implement effective risk mitigation strategies.

### Insurance Wisdom

Gain in-depth knowledge by meeting with IT and Cyber Insurance providers. Understand coverage nuances, responsibilities, and liabilities.

#### Financial Impact Assessment

Learn techniques to assess potential financial impacts, including the cost of system replacements and emergency expenses.

#### Automation and Regulation Tactics

Discover the power of automation in audits and assessments post-strategy implementation. Incorporate yearly penetration testing, staff training, and robust Disaster Recovery and Incident Response plans.

#### Insider Threat Management

Take proactive steps to address potential insider threats from employees, vendors, contractors, and suppliers.

### Business-Centric Cybersecurity

Recognize that cybersecurity is not just an IT problem but a critical business concern. Involve stakeholders across the organization.

#### Insurance Coverage Insights

Gain a deep understanding of your Cyber Insurance coverage and ensure it evolves with your organizational needs.

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# RESPONDING TO BOMB THREATS AND "SWATing" CALLS

(IN PERSON OR VIRTUAL)

Given the nationwide increase in hoax bomb threats and "SWATing" calls, it has become extremely important for employees to understand how to respond to these incidents without causing unnecessary panic or compromising the safety of their organizations. These threats can be disruptive to business operations in addition to causing fear and anxiety in targeted organizations and communities. The RJM Strategy Group's Responding to Bomb Threats and "SWATing" Calls course will help participants to understand this phenomenon and to prepare them to respond properly helping to maintain operations and keep the organization safe.

### Participants will benefit from the following:

- Develop an understanding of hoax bomb threats and "SWATing."
- · Receive resources and procedures for individuals who may receive a bomb threat or "SWATing" call for proper response.
- Be provided with tips and tricks to recognize a hoax.
- · Receive a copy of the Department of Homeland Security's Bomb Threat call-taker response card and training on how to properly use it.
- · Analyze real bomb threats and "SWATing" calls while listening to actual recorded calls.
- · Develop an understanding of appropriate responses from law enforcement, administrative leadership and call-takers to these incidents.
- Engage in discussion of the phenomena and provide opportunities for participants to ask questions.

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# VIOLENCE PREVENTION

(IN PERSON OR VIRTUAL)

Active shooter incidents are predictable and consequently preventable events in the workplace as well as in our day to day lives. These acts of violence are the behavioral destination of a "pathway to violence." Along that pathway, attackers typically display risk factors and observable behaviors that others may recognize before an attack is carried out. The RJM Strategy Group's Violence Prevention program is meant to provide participants with a basic understanding of the behavioral evolution of an active shooter and help them recognize potential signs or cues that may indicate an individual is in distress, in need of help or may be planning a violent act.

### Participants will benefit from the following:

- · Learning how to recognize risk factors and behaviors before an attack.
- · Becoming skilled in how to mitigate danger, minimize injury, and increase the odds of survival during an incident.
- · Developing the confidence and ability to protect yourself (and others riding with you) in a threatening and emotionally charged situation.

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# SURVIVING THE ACTIVE THREAT INCIDENT

(IN PERSON OR VIRTUAL)

Surviving an active threat incident begins with taking action. RJM Strategy Group's Surviving the Active Threat Incident presentation is meant to empower participants and help them understand that they have options and decisions to make during a critical incident. We promote heightened situational awareness as well as the understanding that doing something is better than doing nothing in a threatening situation. Participants will be introduced to the "Run, Hide, Fight" model. Classroom instruction delivers valuable insight on the historical genesis of the active shooter phenomenon and substantiates the basis for recognized tactics that increase the odds of survival. Live-action scenarios create an opportunity for participants to practice what they learned in a real-time, dynamic and safe environment.

### Participants will benefit from the following:

- · Learning the various aspects of situational awareness and how to use them to your advantage.
- · Becoming skilled in how to mitigate danger, minimize injury, and increase the odds of survival during an Active Incident.
- Developing the confidence and ability to protect yourself (and others riding with you) in a threatening and emotionally charged situation.

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## CARJACKING PREVENTION

(IN PERSON OR VIRTUAL)

Carjacking crimes have increased exponentially in a short period of time. This type of violence has spread rapidly from the city into the suburbs, increasing the possibility that you or someone you know will be a victim. RJM Strategy Group's Carjacking Prevention training, which is designed for ages 16 and up, is led by instructors with extensive law enforcement knowledge and experience. The session will include group discussion, instruction in carjacking prevention techniques and practice of real-life scenarios that will take place in an actual vehicle to help facilitate the learning process and enhance the confidence of participants.

## Participants will benefit from the following:

- · Learning the various aspects of situational awareness and how to use them to your advantage.
- · Becoming skilled in how to mitigate danger, minimize injury, and increase the odds of survival during a carjacking.
- Developing the confidence and ability to protect yourself (and others riding with you) in a threatening and emotionally charged situation.

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## REAL-WORLD SELF-DEFENSE

(IN PERSON ONLY)

With escalations in domestic violence and street crimes in recent years, it's important for adults of all ages to know how to protect themselves no matter where they are. The RJM Strategy Group's Real-World Self-Defense training is designed for those with little to no self-defense knowledge or experience. The first 30 minutes will include instruction on the critical nature of situational awareness and avoiding confrontations and assaults related to domestic battery and street violence. The last 90 minutes will have participants actively learning basic self-defense skills. Program is led by instructors with extensive law enforcement knowledge and experience and supported by both male and female instructors. Participants should be dressed for a light cardio workout.

### Participants will benefit from the following:

- · Learning the various aspects of situational awareness and how to use them to your advantage.
- · Knowing the warning signs of an impending threatening situation and helping minimize your risk.
- Gaining confidence and learning self-defense skills that can be used immediately.

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# PHYSICAL SECURITY AUDIT AND **VULNERABILITY ASSESSMENT**

(IN PERSON OR VIRTUAL)

In scheduling a Physical Security Audit and Vulnerability Assessment, the RJM Strategy Group Team evaluates current security practices, use of cameras/technology, and applies the CPTED (Crime Prevention Through Environmental Design) principles both outside as well as inside the facility. RJM Strategy Group will review and create Policy at the client's request along with a comprehensive Vulnerability Assessment. Interviews of a cross section of employees are conducted to tap into their knowledge of the workplace and help identify security gaps. This team is comprised of the former Director of Security of a Fortune 500 company, 30-year veteran of law enforcement and a former Chief of Police. Subject matter experts are on staff for job specific needs such School Resource Officers (SRO), Cybersecurity/IT threat experts as well as Al Analytics specialists.

A separate report with findings will be presented to the client in addition to a walk-through of the facility conducted to explain RJM Strategy Group's rationale highlighting "Must Do, Should Do and Nice to Do" category findings.

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