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The President's Lead Article by Chris Signorelli, CPP

Security Officer Hero Pay Bonus

Security Officers are sometimes overlooked for the great work they have provided during this pandemic. Security Officers are out there enforcing pandemic guidelines as essential workers to keep businesses in a safe and secure environment.

We at Security America appreciate every one of our security officers. Security America will be offering our security officers a HERO bonus as a small token for our gratitude towards you. Full time security officer will receive a \$125 Hero Bonus and part timers will receive a \$50 Hero Bonus with eligibility based on length of employment.

Make sure to continue following the CDC guidelines relating to the pandemic and enforcing the guidelines our company and clients have put together. We also recommend getting the Covid-19 vaccination to stop the spread.

We can beat this pandemic working together as a company and as a community.

You are doing a great job and are truly Heroes in our Community!



CONGRATULATIONS!

Security America President and CEO Chris Signorelli has earned accreditation as a **Certified Protection Professional (CPP)**, the highest certification level for security management professionals recognized by **ASIS International**.

Security America is the only contract security officer company that currently has CPPs that live in West Virginia. With the certification, Signorelli joins a specialized and select group of 8-thousand CPPs worldwide. The Certified Protection Professional is globally recognized as the "gold standard" certification for security management professionals and demonstrates knowledge and competency in seven key domains of security.



It is with great sadness to inform you of the passing of our former staff member, **Vickie Acker**. Vickie was instrumental to Security America over her 30 years as manager in the Operations Department and as Payroll Administrator. We will miss Vickie's spirit and her dedication at Security America.

ATTENTION EMPLOYEES

Please review your check stubs for Federal and State taxes currently being withheld. It is still early enough for changes to be made for tax year 2021! Need changes? All tax forms can be requested by calling payroll 1-304-925-4747 extension 108

Employee-of-the-Quarter

- Each branch office will maintain a SAI Security Officer Employee-of-the-Quarter program
- The program is designed to recognize those Security Officers whose performance is consistently noteworthy.

Qualifications:

- Must be a SAI employee for six (6) continual months
- Must be in good standing with no record of tardiness or violation.

Decision Factors:

- Overall performance:
- Appearance:
- Attitude:
- Punctuality:
- Motivation:
- Judgment:
- Dependability:
- Communications Ability:
- Adherence to rules and regulations:

Anyone can nominate an officer if they meet these standards.

Send your recommendations by email to tjarrell@securityamerica.com

CAUGHT A PRO

Security America would like to acknowledge those individuals caught doing an excellent job!

**Rick Simpson
Jason Auber
Robert Holter
Steve Dorsey
Latifah Kirkland
John Jimenez
Dan Williams
Rodney Daniels**

Active Listening

Here are a variety of active listening exercises you can use to help improve your interpersonal communication skills:

Verbal active listening skill

Paraphrase

Summarize the main point (s) of the message the speaker shared to show you fully understand their meaning. This will also give the speaker an opportunity to clarify vague information or expand their message.

Example: "So what you're saying is, your current content management system no longer meets your teams' technical needs because it doesn't support large video files."

Ask open-ended questions

Ask questions that show you've gathered the essence of what they've shared, and guides them into sharing additional information. Make sure these questions cannot be answered with a simple "yes" or "no."

Example: "You're right—the onboarding procedure could use some updating. What changes would you want to make to the process over the next six months?"

Ask specific probing questions

Ask direct questions that guide the reader to provide more details about the information they've shared or narrow down a broad subject or topic.

Example: "Tell me more about your current workload. Which of these projects is the most time-consuming?"

Use short verbal affirmations

Short, positive statements will help the speaker feel more comfortable and show you're engaged and able to process the information they're providing. Small verbal affirmations help you continue the conversation without interrupting the speaker or disrupting their flow.

Example: "I understand." "I see." "Yes, that makes sense." "I agree."

Display empathy

Make sure the speaker understands you're able to recognize their emotions and share their feelings. By showing compassion, rather than just feeling it, you're able to connect with the speaker and begin establishing a sense of mutual trust.

Example: "I'm so sorry you're dealing with this problem. Let's figure out some ways I can help."

Share similar experiences

Discussing comparable situations will not only show the speaker you've successfully interpreted their message, but it can also assist in building relationships. If the speaker has shared a problem, providing input from how you solved similar challenges is valuable to others.

Example: "I had a tough time getting started with this program, too. But it gets much easier. After just a few weeks, I felt completely comfortable using all the features."

Recall previously shared information

Try to remember key concepts, ideas or other critical points the speaker has shared with you in the past. This demonstrates you're not only listening to what they're saying currently, but you're able to retain information and recall specific details.

Example: "Last week you mentioned adding a more senior coordinator to help with this account, and I think that's a great idea."

Non-verbal active listening skills

Nod

Offering the speaker a few simple nods shows you understand what they're saying.

A nod is a helpful, supportive cue, and doesn't necessarily communicate that you agree with the speaker—only that you're able to process the meaning of their message.

Smile

Like a nod, a small smile encourages a speaker to continue. However, unlike a nod, it communicates you agree with their message or you're happy about what they have to say. A smile can take the place of a short verbal affirmation in helping to diffuse any tension and ensure the speaker feels comfortable.

Avoid distracted movements

Being still can communicate focus. To do this, try and avoid movements like glancing at your watch or phone, audibly sighing, doodling or tapping a pen. You should also avoid exchanging verbal or non-verbal communications with others listening to the speaker. This can make the speaker feel frustrated and uncomfortable.

Maintain eye contact

Always keep your eyes on the speaker and avoid looking at other people or objects in the room. Just be sure to keep your gaze natural, using nods and smiles to ensure you're encouraging them rather than making the speaker feel intimidated or uneasy.

By implementing the above verbal and non-verbal techniques into future conversations, you can work toward developing stronger relationships and retaining more information from your workplace interactions. Active listening takes practice to improve and maintain. The more you use these techniques, the more natural they'll feel.



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