

INSTRUCTIONAL SYSTEMS INC.

SECURITY GUARD CULTURAL AWARENESS

Lesson 1 Multiculturalism

In this lesson the learner will examine why it is important to pay attention to the changing cultural and racial nature of our population.

The following three (3) lessons explore the major elements of ethnic culture and their attitudes and perceptions in dealing with law enforcement and security professionals.

Lesson 2 Hispanic/Latino Culture

Lesson 3 African-American/Black Culture

Lesson 4 Asian Culture

Lesson 5 Ethnocentrism

The study of ethnocentrism and its impact on dealing effectively with people of other races and ethnicities.

Lesson 6 Stereotypes

The rationale for stereotypes is explored. Learners will gain an insight to their own attitudes regarding stereotypes.

Lesson 7 Prejudice

The nature of prejudice is examined and its effects on a security officer's ability to work in a culturally diverse environment.

Lesson 8 Bias and Sexual Harassment

The personal value of dealing with off-colored jokes, harassing stories/actions and other more severe situations is explored.

Lesson 9 Power

How is power associated with the security officer's uniform and badge and the differences between legitimate and coercive power are examined?

Lesson 10 Changing Attitudes

In this lesson, the learner will examine the role of change in behaviors and attitudes in moving towards a new direction in dealing effectively and positively with diversity. Several real-life case studies are presented.