



## SPG Tactical Training & Solutions Wing

Non-Verbal Surveillance & Analysis  
Training (N-VSAT) Package

- Non-Verbal Communication for the Security Environment
- Non-Verbal Communication for Frontline Personnel



Approved Centre



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## Hostile Environment Lead Operator (HELO) Programme

### What is HELO?

As the title states, HELO stands for the Hostile Environment Lead Operator, and this is a bespoke programme designed by SPG to enable and enhance the overall effectiveness, operational capabilities and readiness of Military, Law Enforcement and Private Security Sector personnel.

### The Aim of HELO

The aim of HELO is to provide the individual operator within a team key skill sets that have until now, been overlooked as fundamental necessities. By raising the operational readiness and capability of your personnel, we mitigate risks associated with high-threat operations and ultimately increase their operational performance and chances of success.

### How We Provide HELO

HELO consists of six key skill subject areas designed to be provided as (a) classroom-based training, (b) online training, or (c) blended training packages. These subject areas are listed to the right, and we can design and provide a bespoke package around these to adapt to any new, or existing training programme.

- 1 Non-Verbal Surveillance & Analysis Training (N-VSAT) Package
- 2 Hostile Environment Readiness Training (HERT) Package
- 3 Hostile Environment Close Protection Operator (HECPO) Package
- 4 Leadership Training (LEADER) Package
- 5 Combat Defence System (CDS) Package
- 6 Advanced Search Procedures (ASP) Package

*“... We don't rise to the level of our expectations; we fall to the level of our training ...”*

Archilochus (680 - c 645 BC)



## Non-Verbal Surveillance & Analysis Training (N-VSAT) Package

**Understanding subtle cues in body language, detecting shifts in facial expressions, and recognising patterns of behaviour are paramount in assessing potential threats and de-escalating tense situations.**

The Non-Verbal Surveillance & Analysis Training (NV-SAT) Package and individual Non-Verbal Communication (NVC) courses serve as an invaluable tool for Military, Law Enforcement and Security Specialists, allowing them to establish rapport, project authority, and navigate complex scenarios with heightened situational awareness.

### Non-Verbal Communication: Enabling the 'Reading the Room' Capability

Whether it's 'reading the room' during crowd control or assessing the demeanour of an individual during a security screening, proficiency in Non-Verbal Communication is a force multiplier, enabling Military and Law Enforcement Personnel and Security Professionals to enhance safety measures, and respond effectively to the constantly evolving, dynamic, and often challenging situations they may encounter on a day-to-day basis.

### Honed and Tested on the Battlefields of Afghanistan

Join us on a transformative journey that will enhance your instinctive skills in reading Non-Verbal Cues, utilising a set of skills that have been honed and tested on the battlefields of Afghanistan, and now specifically tailored for the deployment within the Security Environment.

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## NVC-SE and NVC-FLP Courses

### Conveying & Interpreting Information

In a security environment, Non-Verbal Communication plays a critical role in conveying and interpreting information, often supplementing or even replacing verbal exchanges in certain situations. One key aspect is the use of body language and gestures to signal and interpret security-related cues.

For example, Military, Law Enforcement or Security Personnel may use specific hand signals or gestures to communicate silently during tactical operations, or in environments where maintaining silence is crucial to operational security and success. The absence of verbal communication significantly reduces the risk of giving away sensitive information to potential threats and hostiles.

The ability to read and interpret facial expressions can also play a crucial part in identifying potential threats, detecting deception, and assessing the overall mood of a situation.

### Posture & Physical Positioning

Posture and physical positioning contribute to Non-Verbal Communication in security. A strong and assertive posture may convey confidence and authority, deterring potential threats. Conversely, a relaxed or non-threatening posture can help in de-escalating tense situations. Understanding and utilising Non-Verbal Cues effectively is essential for personnel to navigate and respond to various scenarios, contributing to the overall safety and security of the operational environment.

### Foundation & Tailored Courses

The Non-Verbal Surveillance & Analysis Training (N-VSAT) Package consists of two courses. The first is a mandatory foundation course that sets the learners understanding of Non-Verbal Communications used within a Security Environment. The second is a tailored course, designed for Frontline Personnel (Military, Law Enforcement & Private Security Teams).

#### Non-Verbal Surveillance & Analysis Training (N-VSAT) Programme

1

Non-Verbal Communication for the Security Environment (NVC-SE)

2

Non-Verbal Communication for Frontline Personnel (NVC-FLP)

# Non-Verbal Communication for the Security Environment (NVC-SE) Foundation Course (3 Days)

**Understanding subtle cues in body language, detecting shifts in facial expressions, and recognising patterns of behaviour are paramount in assessing potential threats and de-escalating tense situations.**

This is the base-level course that will provide the learner with a foundation NVC Course, covering all the mandatory learning required to gain a good grounding.

The course takes you on a transformative journey that will enhance your instinctive skills in reading non-verbal cues, honed and tested on the battlefields of Afghanistan, and now tailored specifically for the Security Environment.

Whether it's 'reading the room' during crowd control or assessing the demeanour of an individual during a security screening, proficiency in non-verbal communication is a force multiplier, enabling security professionals to enhance safety measures and respond effectively to constantly evolving, dynamic, and challenging situations.

## Tailored for the Security Environment

Join us on a transformative journey that will enhance your instinctive skills in reading non-verbal cues, honed and tested on the battlefields of Afghanistan, and now tailored for the Security Environment.

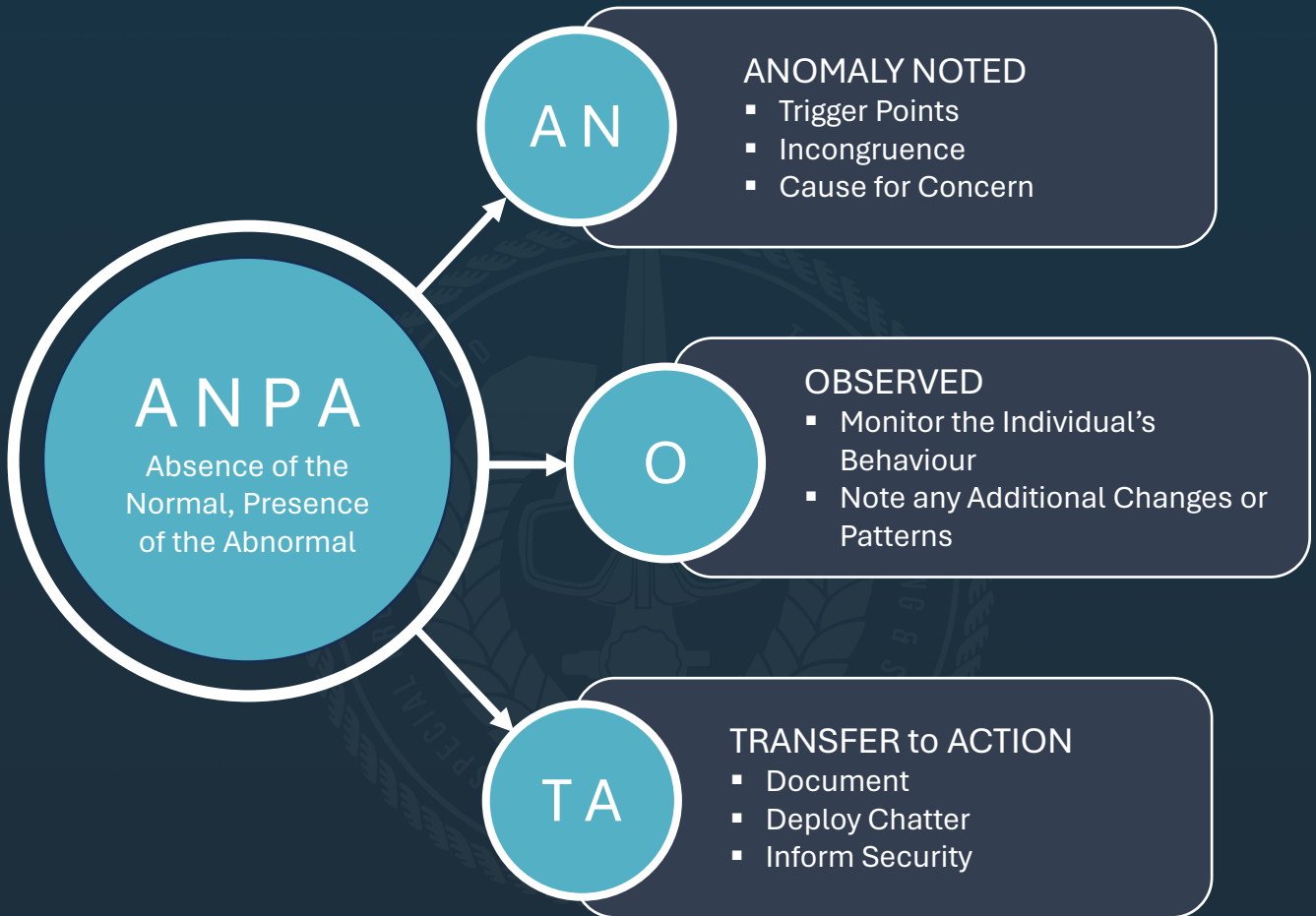
## A.N.P.A and A.N.O.T.A Mechanism

The NVC for the Security Environment (NVC-SE) Course has a specific focus on non-verbal cues – the silent language of threat detection. Understand how to 'read the human landscape' and identify subtle, pre-incident indicators utilising our A.N.O.T.A and A.N.P.A Situational Awareness Mechanism.

*Taking courses in body language offers a range of practical skills that can positively impact various aspects of an individual's personal and professional life. It is an investment in communication proficiency, interpersonal relationships, and overall self-improvement.*

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## Non-Verbal Communications for the Security Environment (NVC-SE): ANPA and ANOTA



### About ANPA and ANOTA

When working or operating in high-pressure and often hostile or volatile environments, usually having only a split-second to effectively analyse people for potential threats, we require an effective mechanism to increase the situational awareness of both yourself and your team members that spans culture and can be easily adapted for use within multiple environments. This is where the **A.N.P.A** and **A.N.O.T.A** mechanism comes into play, helping to ensure you and your team stay ahead of any potential threats in real time, mitigating the risk of a security-related incident.



## Why Choose our NVC-SE Course?

- **Field-Tested Techniques:** Our unique course material has been developed and refined in action, ensuring you are learning tried and tested methods.
- **Comprehensive Coverage:** From Advanced Proxemics and Threat Detection, to Micro-Expressions and Cultural Differences, our course covers a wide range of relevant subjects.
- **Expert Coaches:** Learn from the best. Our team of experienced instructors brings a wealth of knowledge and practical tips to help you excel.

## NVC-SE Course Learning Objectives

- Understand the nuances of Advanced Proxemics to maintain effective space boundaries.
- Learn to identify Hidden Weapons and Threat Detection for increased security.
- Gain insights into Pre & Post-Attack Profiling to prevent potential threats.
- Master the art of Client & Target Control to manage situations effectively.
- Develop skills in Duress Detection and recognising Suspicious Behaviours.
- Understand Cultural Differences to communicate effectively across diverse cultures.
- Learn to read Micro-Expressions for an added layer of communication.
- Hone your skills in Interview & Questioning Procedures for effective information gathering.
- Establish strong relationships using our effective Building Rapport techniques.

# Non-Verbal Communication for the Frontline Personnel (NVC-FLP) Course (2 Days)

The Non-Verbal Communication for Frontline Personnel (NVC-FLP) Course, which is the second course in the Non-Verbal Surveillance & Analysis Training (N-VSAT) Programme, builds on the Non-Verbal Communication for Security Environments and is designed for anyone within the Military, Law Enforcement, or Private Security Sector.

The course is designed to equip you with the key tools and strategies for assessing situations, de-escalation of potential threats, and building rapport with third-parties.

## About the Course

This course is designed to build on the wider N-VSAT Programme and want to further enhance their skills in Non-Verbal Communication (NVC). This course will not only expand on the basics of NVC, but also delve into more advanced techniques that are crucial for front line personnel.

Whether you are a Door Supervisor, Close Protection Operator, or a member of a Military Unit or Law Enforcement Agency, working in high-threat environments requires not only physical training but also effective communication skills.

## Equipping You with Tools & Strategies

Our NVC-FLP course will equip you with the tools and strategies to quickly assess situations, build rapport, de-escalate threats, and ultimately keep yourself and your team safe.

Using our state-of-the-art Non-Verbal Surveillance & Analysis Training (N-VSAT) Mechanism, you will learn how to read and interpret Non-Verbal Cues with accuracy and precision.

This system has been proven to enhance the performance of frontline personnel in real-world situations.







With our training, you can expect to take your Non-Verbal Communication skills to new heights, improving your overall ability to perform at higher levels of operational capability.

### Why Choose the NVC-FLP Course?

- The course works on the individual skills needed to mitigate the threats associated with operating on the front line.
- This course is designed to enhance the operational effectiveness of Military, Law Enforcement, Emergency Services and Frontline Security.
- The skills you learn will enable you to interpret the nonverbal cues associated with threats and threatening behaviour, exploring hostile intent, duress, and deceit.

### NVC-FLP Course Learning Outcomes

- Understand how to effectively detect aggression and hostile intent.
- Know how to identify and detect deceit through Non-Verbal cues.
- Increasing situational awareness through Situational Awareness (SA) Mechanisms.
- Know how to spot the Non-Verbal's associated with hidden weapons.
- Understand the Non-Verbal Cues associated with Combat Profiling.
- Know how to use Non-Verbal Communication for de-escalation purposes.

### Course Pre-Requisites

To attend this course, you must have attended and successfully completed the Foundation-Level, Non-Verbal Communication for Security Environments (NVC-SE) Course.





## Contact Us Information

To contact us to discuss any of our training or services, please use the information provided below.

Please Note: All correspondence and communications are treated with the strictest of confidence, and no details are passed onto any third-party without your express, written consent.

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