

THE **POWER** OF
PREPAREDNESS

PREPARE YOUR TEAM FOR REAL-WORLD SITUATIONS

Workplace Violence Prevention Training
for Retail Teams.



PREVENT.

Reduce risk and
promote a culture
of safety.



RECOGNIZE.

Spot warning signs
early and take
proactive action.



RESPOND.

Use proven strategies
to respond effectively
and protect your team.



thepowerofpreparedness.com



Schedule a
PREPAREDNESS BRIEFING





The Power of Preparedness delivers comprehensive online training that equips retail teams with practical skills to prevent, recognize, and de-escalate workplace violence.



PREPAREDNESS WORKS.



REDUCE RISK ACROSS YOUR OPERATIONS

- Reduce incidents, injuries, and costs associated with WPV
- Equip frontline staff to manage customer conflict
- Standardize preparedness across every shift and location
- 24/7 access supports high turnover and variable schedules
- Complete core training in under one hour



A SUPERIOR SOLUTION DELIVERED IN SUPERIOR WAYS

- 100% online for easy distribution and delivery
- Deliver via TPOP's turn-key LMS or your company's system
- Engaging and informative without gore or scare tactics
- Bite-sized lessons and quizzes to maximize engagement
- Fast-paced and easy to remember
- Available in multi-language closed captions
- Supports compliance with emerging states laws, including SB-553 and NY Retail Worker Safety Act



PURPOSE-BUILT FOR RETAIL ENVIRONMENTS

- Retail-specific language, settings, and scenarios
- Real-world situations involving customer interactions
- Short time-on-task to fit shift-based work
- Simple reporting and completion certificates
- Trusted by national retail chains



WHY IT MATTERS.

When employees are prepared, situations are less likely to escalate—and more likely to end safely and under control.



REAL SCENARIOS

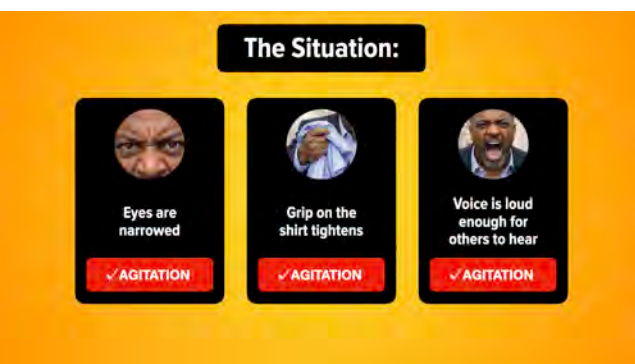


REAL CHOICES



REAL DECISIONS

COURSE IMAGERY



DE-ESCALATION & GUEST INTERACTION

- Scenario-based training for real customer escalation situations
- Techniques to manage complaints, frustration, and conflict
- Verbal and non-verbal strategies to maintain control
- Safe resolution and disengagement when needed

SITUATIONAL AWARENESS & PREVENTION

- Recognize behavioral indicators of concern
- Identify what's normal vs. out of place
- Take early action before situations escalate
- Maintain awareness in fast-paced retail environments

HIGH-RISK INCIDENT RESPONSE

- Active assailant preparedness for open-access environments
- Robbery response for cash-handling locations
- Civil unrest and large-scale disruption scenarios
- Clear, actionable response protocols under pressure

MODULAR. BUILT FOR YOUR OPERATIONS.

- Select the modules that match your highest-risk situations
- Prioritize training based on your operational needs
- Incorporate your locations, brand, and environments
- Reinforce expectations with leadership or association messaging

ALIGNED WITH LEADING SAFETY & SECURITY STANDARDS



FBI



DHS



NATIONAL FIRE
PROTECTION ASSN.



FEMA



DE-ESCALATION & GUEST INTERACTION BEST PRACTICES

Duration: 9 minutes | **Format:** Scenario-Based eLearning | **Audience:** Frontline Employees

Description:

Prepares employees to manage tense and unpredictable customer interactions using a structured, safety-first approach. Learners recognize early signs of escalation, stay in control under pressure, and communicate in a way that reduces conflict while protecting themselves and others.

What They'll Learn:

- Spot early signs of agitation and escalation
- Stay calm and maintain control in high-stress moments
- Communicate with empathy while setting clear boundaries
- Understanding the three types of self-awareness

Training Style:

Structured, scenario-informed instruction focused on building practical de-escalation skills and techniques.



DE-ESCALATION SCENARIOS

Duration: 9 minutes | **Format:** Scenario-Based eLearning | **Audience:** Frontline Employees

Description:

Application of de-escalation best practices to real-world scenarios, taken from either TPOP's existing library or custom generated based on customer needs.

What They'll Learn:

- Apply de-escalation techniques in realistic, high-pressure situations
- Choose the right response based on behavior and context
- Recognize when to continue, disengage, or escalate to support
- Learn from wrong-way vs. right-way outcomes to improve decision-making

Training Style:

Real-world scenarios with wrong-way vs. right-way responses that reinforce practical decision-making.



SURVIVING AN ACTIVE SHOOTER/ACTIVE ASSAILANT EVENT

Duration: 12 minutes | **Format:** Scenario-Based eLearning | **Audience:** Frontline Employees

Description:

Prepares employees to respond quickly and effectively during an active shooter or active assailant event. Learners focus on immediate decision-making, using proven survival strategies to create distance, find protection, and act decisively under extreme pressure.

What They'll Learn:

- Recognize an active threat and act immediately
- Use Run, Hide, Fight as a flexible response strategy
- Create distance and avoid line-of-sight
- Take decisive action when escape or concealment is not possible

Training Style:

High-impact scenarios that reinforce rapid decision-making and life-saving actions under extreme pressure.



SITUATIONAL AWARENESS

Duration: 8 minutes | **Format:** Scenario-Based eLearning | **Audience:** Frontline Employees

Description:

Builds the ability to recognize what is normal in the environment and quickly identify changes that may signal risk. Learners develop awareness skills that improve safety, decision-making, and response readiness in everyday situations.

What They'll Learn:

- Recognize baseline behavior and identify anomalies
- Detect early signs of agitation or potential threats
- Avoid common awareness gaps like distraction and normalcy bias
- Maintain awareness while performing daily tasks

Training Style:

Guided instruction with real-world examples that reinforce awareness and decision-making in everyday environments.



THE VALUE OF EARLY RECOGNITION

Duration: 9 minutes | **Format:** Scenario-Based eLearning | **Audience:** Frontline Employees

Description:

Teaches employees how to recognize early warning signs of potential workplace violence by identifying changes in behavior, emotion, and actions. Learners understand how risk develops over time and how early awareness can prevent escalation.

What They'll Learn:

- Identify behavioral changes that signal increased risk
- Understand how stress and grievance can escalate over time
- Recognize warning signs across thoughts, emotions, and actions
- Take appropriate action by reporting concerns early

Training Style:

Guided instruction with real-world examples that illustrate how early intervention can prevent escalation.



RESPONDING TO SHOPLIFTING & THEFT BEHAVIOR

Duration: 7 minutes | **Format:** Scenario-Based eLearning | **Audience:** Frontline Employees

Description:

Prepares employees to recognize, deter, and safely respond to shoplifting incidents. Emphasizes awareness, customer engagement, and actions that reduce risk without escalating the situation.

What They'll Learn:

- Identify common shoplifting behaviors and tactics
- Use customer interaction as a deterrent
- Respond safely without confrontation or escalation
- Follow proper steps after a theft incident

Training Style:

Wrong-way vs. right-way responses that reinforce safe, non-confrontational decision-making.



LOCKDOWN PROCEDURES / SHELTER-IN-PLACE

Duration: 8 minutes | **Format:** Scenario-Based eLearning | **Audience:** Frontline Employees

Description:

Prepares employees to respond safely during external threats by following structured lockdown procedures. Learners focus on moving to secure areas, maintaining control, and protecting themselves and others during high-stress situations.

What They'll Learn:

- Recognize when a lockdown is necessary
- Move quickly and safely to designated secure areas
- Maintain calm and control during high-stress situations
- Follow instructions and communicate clearly with others

Training Style:

Guided instruction with step-by-step response actions that reinforce safe behavior during emergency situations



CIVIL UNREST: AWARENESS & SAFETY

Duration: 8 minutes | **Format:** Scenario-Based eLearning | **Audience:** Frontline Employees

Description:

Prepares employees to recognize early signs of civil unrest and respond safely as conditions change. Learners focus on maintaining awareness, following direction, and avoiding actions that increase personal risk.

What They'll Learn:

- Recognize early warning signs of civil unrest
- Stay aware as conditions shift from calm to tense
- Follow leadership instructions during uncertainty
- Avoid behaviors that increase risk or draw attention

Training Style:

Guided instruction with real-world examples that reinforce safe decision-making during evolving situations.



SAFE INTERACTIONS WITH HOMELESS INDIVIDUALS

Duration: 9 minutes | **Format:** Scenario-Based eLearning | **Audience:** Frontline Employees

Description:

Prepares employees to safely manage challenging interactions with individuals who may be unpredictable, distressed, or in violation of policy. Learners focus on maintaining control, setting clear boundaries, and making safe decisions in uncertain situations.

What They'll Learn:

- Stay aware and assess risk before engaging
- Use calm, controlled communication in tense situations
- Set clear boundaries while maintaining professionalism
- Disengage and seek help when safety is uncertain

Training Style:

TPOP Scenario-Based Method: wrong-way vs. right-way responses that reinforce real-world decision-making.



UNDERSTANDING YOUR WORKPLACE VIOLENCE PREVENTION PLAN

Duration: 6 minutes | **Format:** Scenario-Based eLearning | **Audience:** Frontline Employees

Description:

Covers workplace violence prevention policies, including employee responsibilities, reporting expectations, and support resources. Supports compliance with California SB 553 and the New York Retail Worker Safety Act while helping employees apply these requirements in real-world situations.

What They'll Learn:

- Understand what workplace violence includes under current regulations
- Recognize their role in maintaining a safe and compliant workplace
- Know how and when to report concerns or incidents
- Identify available support resources and protections



Training Style:

Clear, practical explanations of policies, compliance requirements, and employee responsibilities.

DOCUMENTING & REPORTING VIOLENT INCIDENTS

Duration: 7 minutes | **Format:** Scenario-Based eLearning | **Audience:** Frontline Employees

Description:

Trains employees to properly document and report workplace violence incidents and threats. Supports compliance with California SB 553 by reinforcing accurate reporting, incident tracking, and timely communication.

What They'll Learn:

- Know what incidents and threats must be reported
- Capture key details accurately and objectively
- Understand how to use incident logs and reporting tools
- Follow proper reporting procedures after ensuring safety



Training Style:

Guided instruction with practical examples that reinforce accurate documentation and timely reporting.

RESPONDING TO ROBBERIES

Duration: 9 minutes | **Format:** Scenario-Based eLearning | **Audience:** Frontline Employees

Description:

Prepares employees to respond safely during and after a robbery or violent theft incident. Emphasizes cooperation, awareness, and actions that protect life while supporting an effective response.

What They'll Learn:

- Prioritize personal safety above property or assets
- Stay calm and follow instructions under pressure
- Observe and remember key details safely
- Take appropriate actions once the situation is secure



Training Style:

Guided instruction with realistic scenarios that reinforce safe, compliant behavior during high-risk situations

SCAM & FRAUD PREVENTION (Coming Soon)

Duration: 9 minutes | **Format:** Scenario-Based eLearning | **Audience:** Frontline Employees

Description:

Prepares employees to recognize and respond to common scams and fraud attempts, including social engineering, phishing, and financial manipulation. Focuses on real-time decision-making to prevent costly mistakes.

What They'll Learn:

- Identify common scam and fraud tactics
- Recognize social engineering and manipulation attempts
- Follow proper verification and reporting procedures
- Avoid high-risk decisions under pressure

Training Style:

TPOP Scenario-Based Method: decision-based scenarios that simulate real-world fraud attempts.



CIVILITY IN THE WORKPLACE (Coming Soon)

Duration: 10 minutes | **Format:** Scenario-Based eLearning | **Audience:** Frontline Employees

Description:

Promotes a respectful and professional work environment by helping employees understand how everyday behavior, communication, and tone can impact others. Focuses on preventing conflict before it begins.

What They'll Learn:

- Recognize behaviors that contribute to a respectful workplace
- Communicate professionally in everyday interactions
- Understand how tone and actions can affect others
- Prevent minor issues from escalating into conflict

Training Style:

Guided instruction with real-world examples that reinforce respectful communication and professional behavior.



NATURAL DISASTERS: PREPAREDNESS & RESPONSE (Coming Soon)

Duration: 8 minutes | **Format:** Scenario-Based eLearning | **Audience:** Frontline Employees

Description:

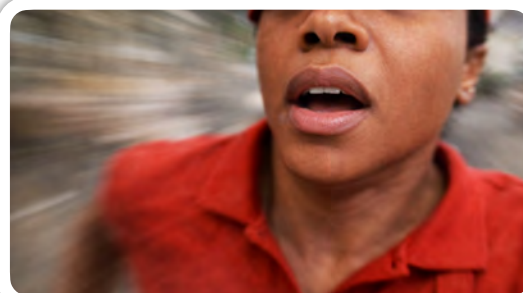
Prepares employees to respond safely during natural disasters such as severe weather, earthquakes, or other environmental emergencies. Focuses on awareness, decision-making, and actions that protect life.

What They'll Learn:

- Recognize different types of natural disaster risks
- Follow appropriate shelter or evacuation procedures
- Make safe decisions under rapidly changing conditions
- Communicate and respond effectively during emergencies

Training Style:

Practical response strategies that reinforce safe decision-making during environmental emergencies





THE **POWER** OF
PREPAREDNESS

PREPAREDNESS STARTS HERE

Equip your team with the skills to recognize risk, respond effectively, and stay safe in real-world situations.

PREPARED TEAMS STAY IN CONTROL



MANAGE CONFLICT

Use proven de-escalation techniques to keep situations from escalating.



RECOGNIZE RISK

Identify warning signs early and take action before problems grow.



RESPOND SAFELY

Follow clear, actionable protocols that protect people and reduce harm.



WHY IT MATTERS

When employees are prepared, situations are less likely to escalate—and more likely to end safely and under control.



WHAT THIS MEANS FOR YOUR ORGANIZATION

- Reduce incidents, disruption, and operational risk
- Build consistency across teams, shifts, and locations
- Strengthen confidence in high-pressure situations
- Support compliance with evolving safety requirements



BUILT FOR YOUR OPERATIONS

Our modular training approach allows you to prioritize the scenarios that matter most to your environment—while reinforcing a consistent, safety-first mindset across your workforce.



REAL TRAINING. REAL IMPACT.

Scenario-based learning designed for frontline teams in real-world environments.



GET YOUR PEOPLE PREPARED

Visit thepowerofpreparedness.com or connect with our team to build a training program tailored to your organization.



Stronger teams.
Safer workplaces.
Better outcomes.

REAL SCENARIOS • REAL CHOICES • REAL DECISIONS • REAL IMPACT

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