

# Best Practices for Security Guard Managers

Build a high-performing security team capable of meeting challenges head-on and the highest standards of professionalism and safety.

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## Table of Contents

1. Introduction
  2. Know Your Team
    - Individualized Approach
    - Review Guard Training
  3. Communication
    - Clear Instructions and Feedback
    - Open-Door Policy
  4. Trust But Verify
    - Security Guard Tracking System
    - Meet with Clients and Residents
  5. Motivation and Morale
    - Recognition and Rewards
    - Team Building Activities
  6. Safety and Compliance
    - Regular Safety Drills
    - Adherence to Regulations
  7. Conclusion
  8. Contact Information
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## 1. Introduction

Leading an active security team involves far more than simply assigning tasks and supervising operations. It requires holistic thinking, precise communication, and a genuine understanding of the unique challenges and pressures that security guards face while on duty. Successful security management also demands a delicate balance of strong leadership and a genuine commitment to developing and empowering team members.

By personalizing your management approach, providing regular and comprehensive training, communicating expectations and feedback clearly, motivating and inspiring your team, and prioritizing safety, compliance, and professional development, you can cultivate a security team that is not only highly competent and prepared to handle any challenge, but also engaged, collaborative, and driven to excel.

Remember, the true strength of a security team lies not just in the individual skills and capabilities of its members, but in how effectively and cohesively they are able to work together under the guidance of skilled, strategic, and empowering leadership.

Whether you are a hospital security supervisor, property manager overseeing an in-house security team, a chief security officer leading a large security operation, or a hiring manager at a security services company, implementing these best practices will be instrumental in helping you build, manage, and lead a security personnel team that is not only effective, but also resilient, adaptable, and dedicated to fulfilling your organization's safety and security objectives across a variety of settings.

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## 2. Know Your Team

### Individualized Approach

Each member of your security team offers a unique set of skills and experiences. By understanding their individual strengths and areas for development, you can assign tasks more effectively and foster a cohesive team environment.

### Review Guard Training

If your guards are not meeting performance expectations, the issue may lie in their training. Initial training is not always sufficient, and periodic refresher courses are crucial to reinforce essential skills. Investing in professional training not only enhances your team's abilities but also boosts their confidence in handling challenging situations.

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## 3. Communication

### Clear Instructions and Feedback

In the security field, ambiguity can lead to errors. Ensure your instructions are clear, concise, and actionable. Providing constructive feedback is equally important, helping your team understand expectations and learn from their experiences.

## **Open-Door Policy**

Encourage your team members to share their insights and concerns openly. An open-door policy fosters transparency and can help identify potential issues before they escalate.

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## **4. Trust But Verify**

### **Security Guard Tracking System**

Leverage remote tracking software to monitor your team's activities in real time. Given the significant unsupervised time guards often have, a security guard workforce management system can provide valuable data on their behavior and ensure tasks are completed as assigned. These systems also enhance safety by triggering alerts if a guard fails to check in at a planned location, which could indicate a potential safety concern.

### **Meet with Clients and Residents**

Regularly engaging with clients and community residents can provide valuable feedback on your team's performance. By understanding their needs and concerns, you can address any gaps and ensure satisfaction with the services provided.

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## **5. Motivation and Morale**

### **Recognition and Rewards**

Acknowledging hard work and achievements is a powerful motivator. Simple gestures like verbal recognition during meetings or formal programs like "Employee of the Month" can significantly boost morale.

### **Team Building Activities**

Organize team-building activities to strengthen communication and trust among team members. These can range from structured exercises to casual social gatherings, all aimed at fostering camaraderie.

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## **6. Safety and Compliance**

### **Regular Safety Drills**

Conduct regular drills to prepare your team for a variety of emergency scenarios, including fire evacuations and active shooter situations. Drills ensure that your team knows how to respond effectively under pressure.

### **Adherence to Regulations**

Stay up-to-date with the latest security regulations and industry best practices. Ensuring your team's compliance not only avoids legal issues but also reinforces professionalism and trust with clients.

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## 7. Conclusion

By implementing these best practices, you can build a high-performing security team capable of meeting challenges head-on while maintaining the highest standards of professionalism and safety.

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## 9. Contact Information

By embracing the right security guard management software, you can transform your operations, delivering superior service while optimizing costs.

With careful planning and the right partner, your investment will pay dividends for years to come.

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Or visit [www.GuardMetrics.com](http://www.GuardMetrics.com)

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