LEADERSHIP IMMERSION FOR EXCELLENCE

Security Immersion Guide

LIFE
LEADERSHIP FOUNDATIONS
Your Leadership Journey Starts Here

WELCOME

This document is the step-by-step procedure and worksheet for completing a LIFE department immersion from start to finish: planning, approvals, execution, reflection, and completion credit.

Participants use it to schedule and complete an on-the-clock immersion, follow the on-the-job training checklist to observe/practice key tasks, and confirm competency.

It also guides a leadership-focused reflection conversation with the department leader and provides the final verification fields needed to submit the completed form to Learning & Development.

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LIFE Immersion Procedure

Planning & Approvals

- **LIFE Participant:** Select **five (5)** departments to complete immersions.
- **Learning & Development Manager:** Coordinate with departments and provide the **Immersion Training Point of Contact (POC)** for each immersion.
- **LIFE Participant**: Email the **Immersion Training POC** to request an immersion date/time and **tentatively schedule** the session(s).
  - Immersions are typically **½ day to full day**, and time may be **split across multiple sessions/days** as needed.
- **Immersion Training POC:** Align the participant with an appropriate trainer/leader and confirm logistics for the session(s).
- **LIFE Participant:** Obtain **manager written approval via email** before finalizing/attending (include department, date/time, estimated duration, and note it is **on the clock**).
- **Manager:** Reply with written approval (required).

Immersion Execution

- **LIFE Participant:** Complete the immersion **on the clock** (paid working time).
- **Trainer/Leader (CFT, Supervisor, Manager, or Department Head):** Train/shadow the participant using the **on-the-job training checklist** and learning objectives.
- **LIFE Participant:** Follow the checklist and demonstrate understanding.

Reflection & Completion

- **LIFE Participant:** Schedule a reflection discussion with the **Department Head** or **Department Manager** (during the immersion, immediately after, or on a separate day).
- **Department Head / Manager:** Review the reflection questions with the participant and discuss key takeaways.
- **LIFE Participant:** Complete the immersion form and submit it to the **Learning & Development Manager** to receive completion credit.

Security OJT Checklist

All checklist items should be trained on, observed, and practiced (where appropriate and as time allows).

☐ Observed the end-to-end process for responding to and documenting an incident, including receiving the call or report, assessing the situation, completing the incident report or log entry, and escalating to leadership or external authorities when required.

☐ Explained the key procedures used during guest conflict resolution, including de-escalation techniques, when to involve leadership, and how to ensure the safety of guests and Team Members while preserving guest dignity and privacy.

☐ Explained the standard steps for conducting a welfare check (e.g., noise complaints, wellness concerns, inability to contact a guest), including coordination with Front Desk, adherence to privacy and safety protocols, and documenting the outcome.

☐ Discussed how security visibility (patrols, presence in public areas, vehicle or cart placement) helps deter unwanted behavior and provides reassurance to guests and Team Members.

☐ Discussed how response time, clear radio etiquette, and timely communication with other departments (Front Desk, Housekeeping, Engineering, Activities, HR) contribute to overall guest and Team Member safety and support an efficient resolution of issues.

Leadership Reflection Questions

Please answer the questions below based on your OJT and meeting with the department head or manager.

Department Role & Goals

In your own words, what are the main goals and day-to-day responsibilities of the Security team at our resort?

How does a Security leader translate those goals into clear priorities, accountability, and daily execution for the team?

Impact on Guest Experience

How does Security directly and indirectly impact the guest experience from arrival through departure?

How does a Security leader influence service consistency (professionalism, discretion, standards) and coach the team to protect the guest experience during both routine and high-stress moments?

Peak Times & Challenges

What are the busiest times of day, week, or season for Security, and what common challenges show up during those periods?

What does a strong leader do differently during peak periods (staffing, communication, escalation decisions) to reduce risk and keep response times strong?

Measures of Success

What metrics or measures (e.g., response times, incident frequency, safety reports, follow-up completion) are used to define success for the Security team, and why do they matter?

How does a leader use these measures to coach performance, recognize wins, and make operational adjustments (rather than treating metrics as "reporting only")?

Cross-Department Collaboration

Which departments does Security interact with most frequently, and how does effective collaboration with those teams help deliver a better guest experience?

How does a Security leader build relationships and set shared expectations with other department leaders to improve communication, response time, and outcomes?

Example of Great Collaboration or Service

Describe an example you observed or heard about where cross-department collaboration or Security service went especially well. What made it successful?

What leadership behaviors contributed to the success (pre-briefing, clear ownership, empowerment, follow-up), and how could those behaviors be replicated consistently?

Handling Guest Issues

How does Security typically handle safety or security issues involving guests or Team Members, and what did you notice about how they communicate during escalated situations?

When escalation is needed, how does a leader decide what to authorize, how to support the team member, and how to ensure the guest receives a consistent and professional resolution?

Opportunities to Improve

If you could recommend one process or practice to improve efficiency or guest safety in Security, what would it be and why?

What role should the department leader play in evaluating the idea, removing barriers, and implementing it in a way that sticks (training, reinforcement, measurement)?

Skills for Success

Based on your immersion, what skills or qualities make someone especially successful working in Security (situational awareness, calm communication, de-escalation, report writing, judgment, customer service)?

Which of those skills are most influenced by leadership (hiring, training, coaching, culture), and how does a leader develop them in the team?

Service Standards & Consistency

What service standards, behaviors, or expectations seem most important for Security team members to deliver consistently?

How does a Security leader reinforce these standards day-to-day (coaching, modeling, recognition, corrective action) to maintain consistency across sections and shifts?

Safety, Security, & Risk Awareness

What safety or security responsibilities does Security support (incident reporting, emergency response, key control support, privacy, guest welfare checks, coordination with authorities when required)?

How does a leader ensure the team stays compliant and confident in these procedures, especially during peak times or unusual situations?

Incident Response & Escalation

If a safety concern or urgent situation occurs, what is the typical escalation path and expected communication flow?

How does a Security leader coordinate with other department leaders to make timely decisions, document appropriately, and protect guests and team members?

Training Verification

Please fill out the information below and submit the entire document back to your Learning & Development Program Manager.

Training Confirmation:

Please submit the name(s) of the trainers that facilitated your immersion along with their job title. (i.e. John Reinaldo, Security Supervisor).