Security Control Room and Command Center Operations Training Course

23 - 27 Nov 2026

Milan

5900 € (Per Person)

Ref: #SM6397_132431

Course Introduction / Overview:

The modern security control room is the operational heart and nerve center of any organization's safety and security framework. It has evolved far beyond a passive monitoring station into a dynamic, proactive command and control hub responsible for real-time threat detection, incident response, and crisis management. This intensive training course is meticulously designed to equip security professionals with the comprehensive skills required to operate and lead these critical environments effectively. Drawing on principles from security management experts like Dr. Martin Gill, whose work in 'The Handbook of Security' emphasizes proactive and intelligent security strategies, this program delves into both the technical and human elements of control room excellence. Participants will explore the entire spectrum of operations, from mastering advanced surveillance technologies and implementing robust Standard Operating Procedures (SOPs) to developing the critical leadership and decision-making skills needed during high-stress situations. BIG BEN Training Center has structured this course to provide a holistic understanding, ensuring that graduates can enhance situational awareness, streamline response protocols, and ultimately safeguard organizational assets, people, and reputation with confidence and professionalism.

Target Audience / This training course is suitable for:

- Security Control Room Operators and Supervisors.
- Command Center Team Leaders and Managers.
- Security Operations Center (SOC) Analysts.
- Public Safety Answering Point (PSAP) Dispatchers.
- Corporate Security Managers.
- Facilities and Building Managers.
- Incident Response Team Members.
- Law Enforcement and Emergency Services Personnel.
- Professionals aspiring to a leadership role in a security operations environment.

Target Sectors and Industries:

- Corporate and Commercial Real Estate.
- Critical Infrastructure (Energy, Utilities, Water).
- Transportation and Logistics (Airports, Ports, Rail).
- Government, Public Safety, and Defense Agencies.
- Healthcare and Hospital Facilities.
- Financial Institutions and Banking.
- Retail and Large-Scale Shopping Centers.
- Hospitality and Major Event Venues.
- Educational Campuses and Institutions.
- Telecommunications and Data Centers.

Target Organizations Departments:

- Corporate Security Department.
- Physical Security Operations.
- Facilities Management.
- Risk Management and Compliance.
- Emergency Management and Business Continuity.
- Health, Safety, and Environment (HSE).
- Information Technology (in relation to security systems).
- Loss Prevention and Asset Protection.
- Operations and Logistics.

Course Offerings:

By the end of this course, the participants will have able to:

- Master the core functions and responsibilities of a modern command center.
- Develop and implement effective Standard Operating Procedures (SOPs) for routine and emergency situations.
- Enhance situational awareness through advanced CCTV monitoring and intelligence analysis techniques.
- Lead and manage a control room team effectively, fostering a culture of high performance.
- Execute a structured and efficient response to a wide range of security incidents and alarms.
- Utilize communication protocols to coordinate effectively with internal teams and external agencies.
- Analyze security data to identify trends, mitigate risks, and improve operational efficiency.
- Apply critical thinking and decision-making skills under pressure during crisis events.
- Manage operator stress and fatigue to ensure sustained peak performance.
- Evaluate and integrate new security technologies to enhance control room capabilities.

Course Methodology:

This training course from BIG BEN Training Center employs a dynamic and interactive learning methodology designed for maximum knowledge retention and practical application. We believe that adult learning is most effective when it is engaging, relevant, and experiential. The curriculum is delivered through a blend of expert-led presentations, interactive group discussions, and detailed analysis of real-world case studies that illustrate key operational and leadership challenges. Participants will actively engage in simulation exercises that replicate high-pressure control room scenarios, allowing them to practice incident response, crisis communication, and decision-making in a controlled environment. Team-based activities and role-playing sessions are central to the program, fostering collaboration and providing a platform to apply leadership principles. Throughout the course, our experienced instructors facilitate a supportive learning atmosphere, providing continuous feedback and encouraging participants to share their own experiences and challenges. This hands-on, participant-centered approach ensures that attendees leave not just with theoretical knowledge, but with the practical skills and confidence to excel in their roles.

Course Agenda (Course Units):

Unit One Foundations of Security Control Room Operations

- The Role and Evolution of the Modern Command and Control Center.
- Core Competencies and Responsibilities of a Control Room Operator.
- Introduction to Key Security Technologies (CCTV, Access Control, Alarms).
- Understanding the Security Operations Center (SOC) Ecosystem.
- Legal, Ethical, and Privacy Considerations in Surveillance.
- Fundamentals of Situational Awareness and Threat Perception.
- Ergonomics and Optimal Design of a Control Room Workspace.

Unit Two Standard Operating Procedures and Protocols

- Developing and Implementing Effective Standard Operating Procedures (SOPs).
- Systematic Alarm Monitoring, Verification, and Response Protocols.
- Mastering Proactive and Evidence-Based CCTV Surveillance Techniques.
- Protocols for Emergency Dispatch and Resource Allocation.
- Effective Radio and Telephony Communication Procedures.
- Maintaining Accurate Logs, Records, and Incident Reports.
- Shift Handover Procedures and Information Continuity.

Unit Three Incident and Crisis Management

- Classifying Incidents from Minor Events to Major Crises.
- The Incident Response Lifecycle: Detect, Analyze, Contain, Eradicate, Recover.
- Initial Response and Scene Management from the Control Room.
- Coordinating with First Responders and External Agencies.
- Effective Crisis Communication Strategies for Internal and External Stakeholders.
- Managing Information Flow During a Critical Event.
- Post-Incident Review, Analysis, and Reporting for Continuous Improvement.

Unit Four Command Center Leadership and Team Management

- Effective Leadership and Supervision in a High-Stress Environment.
- Building and Motivating a High-Performing Control Room Team.
- Performance Monitoring, Coaching, and Providing Constructive Feedback.
- Managing Operator Stress, Fatigue, and Burnout.
- Decision-Making Models for Critical Incidents.
- Conflict Resolution and Interpersonal Skills for Team Leaders.
- Conducting Effective Team Briefings and Training Drills.

Unit Five Advanced Technologies and Future-Proofing Operations

- Integrating Systems with Physical Security Information Management (PSIM).
- The Role of Artificial Intelligence (AI) and Video Analytics in Modern Surveillance.
- Utilizing Data Analysis and Metrics for Operational Improvement.
- Cybersecurity Considerations for Physical Security Systems.
- Conducting Threat, Vulnerability, and Risk Assessments (TVRA).
- Planning for Business Continuity and Disaster Recovery in the Control Room.
- Future Trends and Innovations in Command Center Technology and Operations.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

In an era of increasing AI-driven surveillance, how does a command center leader balance technological efficiency with the indispensable value of human intuition and ethical judgment?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by offering a holistic and integrated approach that extends far beyond standard operator training. While many programs focus solely on the technical aspects of using security equipment, this curriculum uniquely blends operational proficiency with critical leadership and management competencies. We address the control room not just as a monitoring station, but as a strategic command center, preparing participants to lead teams, manage crises, and make high-stakes decisions under pressure. The content is deeply rooted in real-world applicability, utilizing case studies and interactive simulations that mirror the complex challenges professionals face daily. Unlike purely theoretical courses, our methodology emphasizes practical skill development in areas like crisis communication, team psychology, and post-incident analysis. Furthermore, the program is forward-looking, dedicating significant time to emerging technologies like AI and PSIM integration, ensuring participants are equipped not only for today's challenges but are also prepared to navigate and leverage the future landscape of security operations. This comprehensive focus on technology, procedure, and people leadership creates a well-rounded, strategic professional capable of transforming a security control room into a true center of excellence.