

# SGH Training Day

On the 5<sup>th</sup> of March, 26 of Augusta Ventures London employees travelled to Bunker 51 in South East London to take part in a hostage negotiation training day hosted by SGH Global Solutions. The day was action-packed and intense, unlike any other commercial training our employees have been involved in before! After a short introduction from the leaders, who are experts in the Armed forces and Anti-terrorism negotiations we were thrown into a high pressure, fast-paced, intense environment to carry out research, negotiation and combat training sessions to rescue the hostages.



Our teams worked together on researching who the hostages were likely to be; where they could be located; which group of suspects could have kidnapped them and their motives for doing so. We quickly realised it was important to assign a head of team, who disseminated tasks and kept the lines of communication open between the team and our leaders who intermittently requested updates.

While the teams were compiling background research and plastering the walls of the bunker with information on hotels; locations; hostage A to H information and verifying sources, members of the team were taken off to complete the first round of combat training. With very little time to formulate a plan, the new combat team had to ensure there were regular lines of communication to get from one side of the dark, loud bunker to the other without getting shot, which is easier said than done!

Once our research was as far as it could get without information being passed back to us from a source within the suspected group of kidnappers, the teams worked on their negotiation plan whilst waiting on tenterhooks for the phone to ring and the negotiations to begin. It became evident early on that we needed to be prepared for the unexpected and that we needed to continually encourage our teammates to ensure we were working seamlessly and to the best of our abilities. However, as negotiations started to break down we realised we needed a plan B – keep the kidnappers talking to pinpoint their location, whilst getting ready to attack and rescue the hostages.

Our final attempt to rescue the hostages highlighted that throughout the day our teams had learnt how to communicate with each other effectively and how to overcome situations we didn't see coming without panicking. All our teams successfully managed to get out of the rescue mission without getting shot, as did *most* of our hostages!

Augusta is a fast-paced working environment where collaboration, initiative and adaptability are critical components to our success. The key takeaways of the day were communication, planning and teamwork. Throughout the day we were constantly reminded to keep asking ourselves, where are we now? Where do we want to get to? And how are we going to get there? These are questions we should be continually asking in day to day operations.

Overall a great day was had by all with crucial lessons learnt being brought back into the workplace.

**To speak about joining Augusta, please get in touch on:**

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