



POWERED BY THE LOSS PREVENTION FOUNDATION

Detailed LPQ Course Outline

www.losspreventionfoundation.org/lpq.html

Course 1 – Retail Environment

Introduction

- LPQ 101 – Foundations of Loss Prevention
 - A. Foundations of Loss Prevention B.
 - Emergence as a Profession
 - C. The Importance of Our Profession D.
 - Crs 1 Sec 1 – Review Questions
- LPQ 102 – Basic Retail Business Operations
 - A. The Business Relationship
 - B. Inventory Management & Supply Chain Operations
 - C. Sales & Customer Service
 - D. The Emergence of E-Commerce
 - E. Management Roles & Responsibilities
 - F. Additional Business Partners
 - G. LP Organization Within the Organization
 - H. Crs 1 Sec 2 – Review Questions
- LPQ 103 – The Causes Behind Loss
 - A. The Causes Behind Loss
 - B. Finance, Profit and Margin
 - C. Shrink – What is It?
 - D. How Shrink Occurs
 - E. Effects on the Business
 - F. Crs 1 Sec 3 – Review Questions
- LPQ 104 – Shrink Awareness



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- A. Shrink Awareness
- B. Understanding the Impact
- C. Training & Awareness
- D. Pulling Everyone Together
- E. The Value of Deterrence & Apprehension F.
- Crs 1 Sec 4 – Review Questions
- LPQ 105 – Establishing A Controlled Environment
 - A. Establishing a Controlled Environment
 - B. The Necessity For Control
 - C. Public Notices That Get Noticed
 - D. Effective Preventative Methods
 - E. Loss Prevention and The Customer Shopping Experience F. Crs 1 Sec 5 – Review Questions
- LPQ 106 – Workplace Safety
 - A. Why It's Important
 - B. Safety Standards / Awareness
 - C. Accident Response
 - D. Emergency Response
 - E. Food & Drug Safety
 - F. Crs 1 Sec 6 – Review Questions



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Course 2 – Becoming a Successful Business Person

- Introduction
 - LPQ 201 – A Professional Approach
 - A. Introduction
 - B. Positive Attitude & Behavior
 - C. Appearance Counts
 - D. Successful Communication
 - E. A Proactive Approach
 - F. The Value of Perception
 - G. Expectations On & Off the Job
 - H. Liability Exposure On the Job
 - I. Work Ethic Strategies
 - J. Crs 2 Sec 1 – Review Questions
 - LPQ 202 – Ethics & Conduct
 - A. Introduction
 - B. High Standards For Ethics & Integrity
 - C. Objective For Acceptable Behavior
 - D. Benchmark For Self-Evaluation
 - E. Recourse For Behavior & Decision Making
 - F. Vendor Relations
 - G. Anonymous Method Of Reporting A Violation
 - H. Laws To Know
 - I. Confidentiality & Credibility
 - J. Crs 2 Sec 2 – Review Questions



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- LPQ 203 – What You Should Expect
 - A. Introduction
 - B. What Are You Getting Yourself Into?
 - C. Goal Setting
 - D. Performance Reviews
 - E. Career Opportunities
 - F. Basic Benefits
 - G. Accepting Constructive Assessment
 - H. Effective Preparation
 - I. Crs 2 Sec 3 – Review Questions
- LPQ 204 – Career Growth
 - A. Introduction
 - B. Environment for Professional Growth
 - C. Continuing Education
 - D. Industry Interaction
 - E. Support Structure For Guidance
 - F. Networking
 - G. Mentoring
 - H. Work & Life Balance
 - I. Opportunities In The Field
 - J. Crs 2 Sec 4 – Review Questions
- LPQ 205 – Communications Skills
 - A. Introduction
 - B. The Art of Listening



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- C. Effectively Convey your Message
- D. Nonverbal Skills
- E. Building Rapport
- F. Sensitivity in Communication
- G. Communication Sensitivity for Loss Prevention
- H. Written Communication
- I. Using Email
- J. Speaking In Front Of Groups
- K. Crs 2 Sec 5 – Review Questions
- LPQ 206 – Building Relationships
 - A. Introduction
 - B. Influencing Skills
 - C. Internal Customers
 - D. External Business
 - E. Relationships Communication Expectations & Frequency
 - F. Developing a Mutual Understanding
 - G. Effective Collaboration
 - H. Achieve Results
 - I. Wearing Different Hats
 - J. Dealing with Difficult People
 - K. Crs 2 Sec 6 – Review Questions
- LPQ 207 – Diversity
 - A. Introduction
 - B. Acceptance In The Workplace



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- C. Cultural Sensitivity
- D. Perception and Biases
- E. Professionalism – A Skilled Approach F.
- Crs 2 Sec 7 – Review Questions
- LPQ 208 – Harassment Awareness
 - A. Introduction
 - B. Why The Rules Exist
 - C. Your Rights & Responsibilities
 - D. Defining Harassment
 - E. Common Myths About Sexual Harassment
 - F. Behaviors In The Workplace
 - G. What To Do About Harassment
 - H. Crs 2 Sec 8 – Review Questions
- LPQ 209 – Conflict Resolution
 - A. Introduction
 - B. The Positive Dynamics of Conflict
 - C. Understanding Conflicts
 - D. Constructively Managing Conflicts
 - E. The Value of Effective Compromise
 - F. An Appropriate Resolution
 - G. Mediation
 - H. Crs 2 Sec 9 – Review Questions



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Course 3 – Loss Prevention Basics & Tools

- Introduction
- LPQ 301 – Vocabulary & Terminology
 - A. Retail Environment
 - B. General Loss Prevention
 - C. Legal Terminology
 - D. Courtroom Terminology
- LPQ 302 – External Theft
 - A. Introduction
 - B. Why Take The Risk?
 - C. Investigation Basics
 - D. Know Your Customers
 - E. Vendor Theft
 - F. Common Types of Theft
 - G. Popular Methods Used
 - H. Prevention and Apprehension
 - I. When Collusion Occurs
 - J. Enhanced Observation Skills
 - K. The Steps For An Apprehension
 - L. Apprehension Techniques
 - M. Use of Force
 - N. Post Apprehension Procedures & Concepts
 - O. Crs 3 Sec 2 – Review Questions
- LPQ 303 – Internal Theft



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- A. Introduction
- B. Why Take The Risk?
- C. Investigation Basics
- D. Types of Theft
- E. Methods of Theft
- F. Internal Indicators
- G. Observation Skills
- H. Methods of Investigation
- I. Post Apprehension Procedures & Concepts J.
- Crs 3 Sec 3 – Review Questions
- LPQ 304 – Interviewing as a Tool
 - A. Introduction
 - B. Interviewing Concepts
 - C. Preparation
 - D. Understanding the Interview Process
 - E. Types of Interview
 - F. Types of Evidence
 - G. Admission or Confession?
 - H. Types of Interrogations
 - I. Documentation
 - J. Formal Training Opportunities
 - K. Crs 3 Sec 4 – Review Questions
- LPQ 305 – Civil Recovery & Restitution
 - A. Civil Recovery



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- B. Restitution
- C. Crs 3 Sec 5 – Review Questions
- LPQ 306 – Courtroom Procedures
 - A. Introduction
 - B. Why Are You Going To Court?
 - C. Proper Preparation For Court
 - D. Personal Appearance
 - E. Behavior and Etiquette
 - F. Civil vs. Criminal Proceedings
 - G. Identifying Courtroom Personnel
 - H. Courtroom Layout
 - I. Testifying
 - J. Interacting with Courtroom Personnel
 - K. Depositions
 - L. Possible Outcomes
 - M. Courtroom Definitions
 - N. Crs 3 Sec 6 – Review Questions
- LPQ 307 – Physical Security
 - A. Introduction
 - B. The Importance of Protecting Your Assets
 - C. Opening/Closing Procedures
 - D. Alarm Systems / Access Control
 - E. Closed Circuit Television (CCTV) Systems
 - F. Merchandise Protection



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- G. Armored Pickup
- H. Safes & Cash Handling
- I. Keys & Cores
- J. Receiving & Trailer Seals
- K. Uniformed Guards
- L. Fire Protection
- M. Panic Hardware
- N. External Security
- O. Crs 3 Sec 7 – Review Questions
- LPQ 308 – Crisis Management & Emergency Response
 - A. Be Prepared
 - B. Store Personnel Responsibilities
 - C. Plans & Emergency Procedures
 - D. Media Relations
 - E. Emergency Situations
 - F. Crs 3 Sec 8 – Review Questions
- LPQ 309 – Auditing
 - A. Compliance To Standards
 - B. Types Of Audits
 - C. Tools And Methods
 - D. Analysis & Prevention
 - E. Crs 3 Sec 9 – Review Questions
- LPQ 310 – Employment Screening
 - A. Purpose & Scope of Programs



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- B. Types of Employment Screening
- C. Promotional Screening
- D. Crs 3 Sec 10 – Review Questions