

# Enhancing Clerical & Office Staff Support Personnel Job Skills

## Instructor:

**Chief (Ret.)**

**Phil Ludos**

Chief Ludos began his police career in 1970, having held assignments as a detective, undercover investigator, motorcycle officer, mountain bike officer, training officer, and has served as a police chief for five departments. He also served as a city manager and an assistant city manager. In addition, his military career included a variety of assignments and he left the military as a Captain after serving from 1966 through 1972 during the Vietnam war. He has authored numerous articles and has instructed at the University and College level since 1977; including the University of Michigan and Concordia University in Ann Arbor, Michigan. He is a former Team Leader of Commission for Florida Law Enforcement Accreditation, Inc. He is currently a training consultant.

**Register Online at:**  
[www.michiganpolicechiefs.org](http://www.michiganpolicechiefs.org)

## Location:

Michigan Association of Chiefs of Police  
3474 Alaiedon Pkwy., Ste. 600  
Okemos, MI 48864  
517-349-9420



## About:

This is a one-day seminar designed for personnel who are employed within law enforcement agencies as clerical support, administrative assistants, or various other support roles. The purpose is to increase the attendee's job efficiency, as well as create better relationships with supervisors, co-workers, and the general public.

Although this seminar is designed for personnel within law enforcement agencies, the information has an application for support personnel in various governmental departments such as finance and code enforcement, among others. The seminar will look at the many important roles that support personnel have, which contribute to the success of their organization's goals and objectives.

## Topics covered include:

- Their role within the organization and how they contribute to the overall goals of the organization
- The importance of knowing what the administrator/supervisor expects
- Recognizing the significance of understanding the community dynamics and influence actors
- How to deal with disgruntled and angry citizens, and ways to ease tempers and tensions
- Internal forces that can create pressure and tension within an organization
- When you should or should not speak for the chief/director
- Ways to improve your verbal communications skills and words that can calm or increase tensions
- Handling ethical dilemmas
- Liability issues that may impact your position
- Ways to handle confidential matters/information
- Basic conflict resolution techniques

## Date:

Sept. 13, 2018

## Time:

8:30 a.m. - 4:30 p.m.

## Cost:

\$160 per person