Police Supervision: Achieving Supervisory Excellence

This course is designed specifically for first-line supervisors who direct, motivate, lead, appraise and discipline others. As a result of coaching, role play, exercises, self-assessments, group discussions and lecture, participants leave with new knowledge and skills in:

- Setting expectations and holding employees accountable
- Analyzing and resolving performance problems
- Improving workplace communication
- Gaining listening and assertion skills
- Coaching others for improved work performance
- Learning behaviors and characteristics of quality leaders
- The role of motivation in performance

Advanced Supervision

This course focuses on dealing with difficult/problem employees, empowering employees, supervisory ethics, managing projects, problem solving, managing workplace relationships, and handling special details. Attendees develop new knowledge and skills in:

- “Solving” difficult employees
- Empowering employees to be high achievers
- Encouraging ethical workplace behavior
- Building and setting performance goals
- Solving problems unique to those employed in police, dispatch, fire, courts and corrections settings
- Planning and handling departmental projects

Critical Supervisory Issues

Topics include supervisory responsibility, procedures to investigate citizen or staff complaints, investigative confidentiality requirements, legal updates on specific decisions applying to public safety professionals, further explanation of search and seizure law, use of force, jail/lock-up issues, and how to mentor and coach disciplined employees. The emphasis is on practical application of:

- Understanding of liability in your “individual” and “official” capacities
- Identifying implications for supervisory liability in “failure to control” employees with a history of misbehavior
- Practical procedures (practiced in class) for investigating complaints
- Tips for applying current case law on a day-to-day basis
- Ways to coach employees back to high performance

All courses are MCOLES registered and eligible for 302 funds. For more information or to register, please visit www.MACNLOW.com or call 517-410-0825 or email info@macnlow.com.