

First-line Supervision

(Performance Directed Management)

Hosted by and held at the
Westbrook Police Department

570 Main Street, Westbrook, Maine 04092

8am-4pm on October 17, 2017

This course takes the position that the responsibility for quality-control enforcement in an organization depends on the loyalty and abilities of its first-line supervisors.

Effective supervisors are those that know when to motivate, when to lead, when to discipline, when to be subordinate, and when to just get out of the way.

Performance Benefits

- Learning to motivate people
- Learning how to deal with daily conflict
- Learning how to balance supervision and friendships
- Learning to lead by example
- Improve supervision skills to become a better leader

Attendees are taught:

- The legal and fiduciary responsibilities of a first-line supervisor
- How to build a positive Supervisor-to-Subordinate relationship
- How to apply basic principles of employee motivation, leadership and performance management to day-to-day performance problems
- How to establish accountability with the difficult employee
- How to conduct a Problem-Solving conference and document a plan for performance improvement
- How to complete a Critical Incident Report that documents an employee's performance problem

Students receive a class outline, model forms, rules, and certificate of attendance. (Class size is limited, please register early)

Associate John Detchon has 38 years of experience as a sworn officer, serving five years with a major State Highway Patrol and 32 years with a Sheriff's Department. John is a former detective, 911, jail, and patrol operations commander. He has conducted internal affairs investigations for 15 years while serving as a division commander in various assignments. He is a graduate of the Ohio State Highway Patrol Academy, Ohio Peace Officers Academy, attended Kent State University and is a certified corrections academy instructor and Ohio Police Basic instructor.

Regular Tuition: \$170 first registrant/\$150 each additional (PO's Vouchers, postmarked on or after October 11, 2017)

Prepaid Tuition: \$150 first registrant/ \$130 each additional (All cc payments and checks postmarked by October 10, 2017)

P.O.'s, Vouchers, Claims, DOJ accepted but does not guarantee tuition rate

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