

First-line Supervision

(Performance Directed Management-a VMA-Honors System class)

Hosted by and held at the

Upper Allen Township Police Department

100 Gettysburg Pike, Mechanicsburg, Pennsylvania, 17055 (Harrisburg area)

8am-4pm on March 1, 2022

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 Hall John's experience in law enforcement has been filled with professionalism and strong leadership skills. He has managed Patrol Operations and was adept at bringing critical incidents to a successful resolution. John has served as a Certified Police Instructor assigned to a police academy for recruitment training in Arrest, Search and Seizure. John has been recognized throughout his career for initiating, building, and supporting departmental initiatives including the creation of a Special Operations Unit & Physical Fitness Evaluations. He received the honor of being "Officer of the Year in 2007." John was part of the US Customs task force responsible for the investigation of importation of narcotics in the US. He also investigated the influence of organized crime in NY and NJ as it relates to criminal offenses, corruption, and unfair labor practices. John also has a B.A. in Criminal Justice from Kean College, New Jersey.

Regular Tuition: \$190 first registrant/\$170 each additional (PO's Vouchers, postmarked on or after February 22, 2022)

Prepaid Tuition: \$170 first registrant/\$150 each additional (All cc payments and checks postmarked by February 21, 2022)

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

Fax entire page to VMA 614-451-8905 Call 800.331.8025 Or Email: vanmeterassociates@att.net Online: www.vmanet.com

Contact Name _____ Dept _____

Mailing Address _____ City _____ State _____ Zip _____

Phone _____ Fax _____ Email: _____

PO# _____ CC# _____ Exp date _____

1. Name/title _____ 2. Name/title _____

3. Name/title _____ 4. Name/title _____

Van Meter & Associates, Inc. (www.vmanet.com)

Training and Organizational Development for Public Safety Forces

The "How to" company from Coast-to-Coast since 1982

P.O. Box 21313, Columbus, Ohio, 43221

We will promptly remove your fax number if you call 800.331.8025



"Measure Performance not Performers"