

IACLEA Mid-Year Conference Session Descriptions

Keynote: Coping with Change and Adversity: Staying Bitter or Getting Better™

Coping with Change and Adversity: Staying Bitter or Getting Better™, provides an examination of the uniqueness of stress experienced by those who serve and support others. Fewer people, less equipment, less support, lower budgets, and a demanding work environment creates a theater in which we are asked to continue to act with dignity and surety and dedicate ourselves to the well-being of others. There are proven ways to address these issues, to move forward and create a sense of personal well-being while doing an outstanding job. It is virtually impossible to excel in today's world without a knowledge of the ways in which the world has changed and the advantages of proper coping skills. Law enforcement employees are being asked to work more diligently than ever; to accept additional tasks that will allow them to succeed; to be ever mindful of terrorism and related issues; to do more with less; and to support each other. Each employee impacts upon the organization. Emphasis is placed on honoring your superiors, respecting each other, and serving those who depend on you, the public. One of the most difficult concepts to understand as we continue our progress into the twenty-first century is 'change.' Change alone has caused more problems in organizations, as well as in the day-to-day lives of individuals, than any other issue. Change always appears to be threatening, it creates stress and with that, the potential harmful affects that follow. Whether the enemy we face is terrorism, or overwhelming stress at work, we can learn strategies to take care of ourselves so we can better serve others in times of need. Our problems stem not from "balancing our abilities" but rather "our ability to balance." It is time to ask the question: "Is my job a passion, or just a pension?" "Do I want to stay bitter, or get better?"

Leadership Training & Executive Development: Ethics-Based Leadership: Visions And Decisions

Never before, in the history of law enforcement, has ethical behavior been so scrutinized. Law enforcement officers are finding themselves in court on a daily basis, justifying their orders and subsequent actions. An action that may take seconds to execute, will be scrutinized for years. Thus, ethical behavior and personal integrity are essential components of success in any profession; especially in law enforcement. Too many are leaders are concerning themselves with "harmony," rather than demanding "ethical behavior" and the subsequent actions that reflect personal integrity. Understanding ethics creates a stronger leader while also providing information that allows one to become a better follower. It is an accepted fact that officers, who cannot take orders from leaders, seldom become leaders. The greatest leaders in the world are, in actuality, servants to those who must follow them. It is virtually impossible to excel in a leadership role without understanding that the main ingredients of successful leadership are **visions and decisions**. Creating visions with regards to the actions necessary to achieve goals, and then making correct decisions in furtherance of attaining those goals are skills that set leaders apart from others. Decisions must necessarily follow visions or nothing is gained. Leaders are not "born." Leadership skills are learned. This workshop provides tips on avoiding poor decisions and answers the questions, "Why do decisions fail?" "What are the ten traits of a good leader?" "What are the traits associated with failure?" And, "what are the most common mistakes made by leaders?" Seven challenges of today's leaders are presented and, as a workshop bonus, learn the secrets of motivating others. Remember, there can be no success with a successor.

Understanding Risk Management: Your Role Inside Campus Law Enforcement In Better Assuring That Things Go Right, And Preventing Bad Things From Happening

**Section I - Why Things go Right – Why things go wrong –
Areas of concern for Campus law enforcement operations.**

Some preliminary thoughts on Campus Law Enforcement operations and the need for “integrated” risk management into your operations.

A quick review of the “Five Concurrent Themes for Success”.

- Risk Management
- Systems
- Customer Service
- Accountability
- Integrity

Some thoughts on “operational” risk management.

The Risk/Frequency Matrix – How it applies to your department operations.

How and Where to our personnel end up in trouble?

What can be learned from the past consequences in our profession?

How do our people get in trouble?

Hint: Arrogance, Ignorance and Complacency.

Five Pillars of a successful Law Enforcement operation.

People, Policy, Training, Supervision, Discipline.

Your role in Law Enforcement today on your campus.

Getting and Keeping good people.

Your role in recruitment.

Understanding the probationary process.

Performance evaluations - the true story.

Promotional Considerations.

Thoughts on Policy - High Risk Policy considerations.

Policy derivation and review considerations.

Continuance improvement is essential and you have a role here.

Thoughts on training - What is your role in your training?

Every day must be a training day.

Where training should be focused?

What is the role of the first line supervisor?

Enforcement of organizational policy is the key.

The role of management in audits, controls and inspections.

Risk management and Early warning systems considerations.

The discipline process - Why it is critical to ensure future good conduct and what is progressive discipline all about.

Section II - What is your role in these Five Pillars?

The Value of Training and a risk management approach to Ethical Decision Making

Getting good at what we do

Training v. Experience

Identification of Critical Tasks - High Risk Areas of Concern

High Risk, Low Frequency Events

Discretionary time issues and concerns

Adult learning techniques

Pre incident verification of knowledge

Thoughts on up-front accountability - Switching the focus

Non punitive close call reporting

How to develop an SROVT program for your organization

Moral and Ethical considerations

Training - The link to customer service

Ethical Decision Making; Essential for maintaining Public Trust

A ten step approach to making good decisions.
Some closing thoughts on ethics and integrity in our profession.
Some thoughts on NPCCR – the value of learning from “close calls”

Section III - Some final thoughts on the importance of Customer Service.

Getting things done right.

Treating People Right

Whenever possible – the importance of “creating WOW”

What is this “WOW Stuff all about?”

How you can implement this in campus Law Enforcement operations.

Getting the Right People on the Bus – Refining Your Selection Process to Attract and Retain Top Performers Presenter: Steven J. Healy

Scenario

Each of us spends valuable time and resources trying to attract the right people to our organizations. Posting vacancies, interviewing candidates, and making choices all expend considerable resources. Of course, these figures do not include the money lost while vacancies exist. Once you’ve made a selection, the related costs continue to rise. Sending an officer to recruit training and orienting them to the department during field training further contributes to your cost. After training your new recruits, you’re ready to send them off to perform the critical role of providing safety and security for your community. Within a year or so, the officer leaves for another agency or worst, begins to have performance problems. During times of an economic downturn, these decisions have an even greater impact on our organizations.

We’ve all experienced this unfortunate series of events. There has to be a better way!

Introduction

Selecting and retaining the right people for campus public safety is a challenge for all colleges and universities. In many cases, we settle for hiring the best of the rest instead of the best of the best. In many ways, we are our own worst enemy, failing to successfully market our special brand of policing. As a result, we attract individuals for all the wrong reasons. Some view us as a gateway to “real” policing; others see our profession as the backdoor to a previously successful career. Regardless of the situation, selecting the wrong person is costly – in terms of dollars, your reputation, and your agency’s effectiveness.

Increasingly, departments are developing innovative approaches to attracting, hiring, and retaining the best. Many agencies are using assessment center methodology and practices to aid their hiring process. Assessment Centers rely on real time observation of behaviors demonstrated during simulations. Behavioral interviewing, on the other hand, requires a candidate to provide examples of a targeted competency based on past experiences. Both methods are gaining popularity in campus public safety hiring processes. These tools can form the foundation of an effective selection strategy, once you know how to use them. This workshop will recommend a comprehensive approach to analyzing your needs, developing strong position descriptions, and implementing a selection strategy, using assessment centers and behavioral interviewing, that yields the type of candidates you need for success in campus policing and security.

What You’ll Learn

Participants will be exposed to the Targeted Selection strategy, which recommends a multi-tiered process that is both affordable and effective. Attendees will review the universally accepted “dimensions” for law enforcement positions and learn how to uncover appropriate evidence of the presence of these dimensions through behavioral interviewing. The workshop will also cover planning and administering Targeted Simulations, using the assessment center methodology. Finally, participants will learn how to effectively manage interviews to get the type of information you need to make successful hiring decisions.

**Homeland Security/Emergency Preparedness:
IACLEA Initiatives and the Federal Perspective**

Change is in the air as we look toward the future. You will learn about IACLEA’s plans to develop a new incident command training course curriculum with the support of new grant funding from the U.S. Department of Homeland Security (DHS). An experienced instructor will lead you through an overview of the course and how it is changing the way campuses respond to critical incidents, ranging from weather-related events to active shooter situations. We will share with you the valuable emergency planning and preparedness resources IACLEA developed under its previous DHS grant funding. These resources include comprehensive web-based model emergency plan guidelines, which provide a template for any type of emergency plan your campus needs. You will also receive an Executive Summary of the white paper IACLEA prepared on emergency planning and response to hurricanes. This workshop also includes an overview of recent U.S. Department of Education guidelines, which outline new training course requirements for senior higher education administrators involved in emergency response to comply with the National Incident Management System (NIMS). You will want to learn about these new training requirements and the impact on your institution. This is a workshop you will not want to miss.

Presenters

Christopher G. Blake, CAE, Campus Preparedness Project Director

Daryl Johnston, Chief of Police and Director of Public Safety, Santa Fe, member, IACLEA Domestic Preparedness Committee
Community College, Gainesville, Florida

Scott Doner, Chief of Police, Valdosta State University, Valdosta, Georgia, and member, IACLEA Domestic Preparedness Committee