



First Line Supervision & Management Course



A comprehensive five-day course where students learn critical roles, duties, and aspects of a first line supervisor or manager in the field of law enforcement and public safety operations. Recommended for personnel who anticipate promotion, have been promoted, or are already serving in this capacity.

See page 2 for course content and registration information.

May 14-18, 2012
Hobbs, NM

Sponsored by the
New Mexico Junior College / Regional Law Enforcement Training Academy



Contact Us: 505.332.7475
Register Online: technicontraining.com
Register by Fax: 505.323.2635

First Line Supervision & Management Course

Who Should Attend

Personnel in Law Enforcement, Communications, Detention, Corrections, Fire, and EMS or other government positions who anticipate promotion, have been promoted, or are already serving in this capacity as well as FTO's, CTO's, and Basic Instructors.

Focus

This 40 hour training course focuses on significant aspects of the position including supervision, management, leadership, legal, liability, employee relations and rights, performance management, problem solving, and conflict issues faced by today's supervision and management staff.

Content

◆ Principles of Supervision, Management, & Leadership

Students will learn and understand differences between these three components including; the supervisor's role, transitioning into the position, management process, organizational structure, organizational and individual ethics and integrity, and the delegation process.

These three core components are the basis for a leadership role and its effects on personnel. Other components of leadership will include setting standards of excellence, communication, leadership models and power, and motivation.

◆ Legal & Liability Issues

Students will gain an understanding of the issues related to the position including; employment and civil rights law, negligence, ADA, FLSA, and HIPPA.

◆ Conflict & Confrontation

Students will understand and identify stages of conflict and considerations for mediation.

◆ Management & Personnel Styles

Students learn various behavior and communication styles of people and how to become more effective when interacting with others in an organization.

◆ Performance Management

Students will learn and understand the process of discipline and how to effectively change unwanted behaviors of personnel as well as dealing with the "problem employee."

Students will also learn the true purpose behind an employee evaluation process and how to conduct effective, fair, and objective performance appraisals on personnel.

◆ Problem Solving & Decision Making

Students gain and understanding of the problem identification and decision making processes to become a more effective supervisor or manager.



Course Info:

Students participate in various individual and group exercises throughout the course and will be required to pass a written exam in order to receive a certificate of completion.

The course will be held at the New Mexico Junior College in Hobbs, NM. Training site and directions will be included with registration confirmations. Class will begin at 8:15 a.m. Monday May 14th and end at approximately 5:00 p.m. Friday May 18th, 2012.

Tuition

\$295.00 if registrations are received on/before May 4, 2012 - **\$335.00** thereafter.

Register online, by fax, or mail registration to the address below. Thank you for choosing Technicon for your training needs.

Registration Information

Enroll the following personnel:

1st Line Supervision/Management– Hobbs, NM **May 14-18, 2012**

Names: 1. _____ 2. _____
3. _____ 4. _____

Organization Name: _____

Address: _____
Street / PO Box _____ State _____ Zip _____

Dept. Contact Info:

Name: _____ Phone: _____ Fax: _____

Contact e-mail: _____

Send Registrations Confirmations Via: e-mail fax both

Payment Information

Purchase Order Check Credit Card

_____ Purchase Order # if available

Payment method in process and is authorized through our organization.

Purchase Orders: Purchase orders can be forwarded to us by e-mail, fax, or regular mail.

Credit Card Payments: You will receive our invoice through PayPal (a secure method of payment) within 2-4 weeks of the course.

Mailing Address:

Technicon Training & Consulting Services
P.O. Box 20070
Albuquerque, NM 87154