



CRISTANDO HOUSE, INC.



Supervisory Update

*Leading for Performance,
Productivity and Morale*

POST Plan III and STC
Certified

Tuition \$284

**Escondido Police
Department**

October 13-15, 2015

***“the best
for
our finest”***

The first level supervisor, whether in the military, the police, or any organization, is the most important leader who determines the motivation, commitment and effectiveness of a work group. First line supervisors working in law enforcement agencies need to re-conceptualize their role in the organization as “true” leaders, responsible for creating work groups which are motivated, engaged and empowered to work smarter, identify cost saving strategies and delivery the highest possible level of service. Just as important, first-line supervisors must be institutional leaders, supporting top management, and seeking to build employee commitment to the organization’s core mission and purposes. It is no easy task.

For over 30 years, the Supervisory Update conducted by Cristando House, Inc. has trained over 20,000 law enforcement supervisors and managers to be more effective leaders. Fast paced and hard hitting, as practical as it is inspirational, many who have participated in the course have said it was the best supervisory/leadership training they have ever attended. The three day Supervisory Update has been delivered on a regular or repeat basis in some of California’s largest law enforcement agencies, including the Los Angeles Police and Sheriff’s Departments, the San Bernardino and Santa Clara County Sheriff’s Departments, and the San Francisco, Stockton, Fresno and Bakersfield Police Departments, among hundreds of others in California, Nevada, Oregon and Arizona.

Course Outline:

Day 1

- ◆ Welcome and Introductions
- ◆ Characteristics of Good/Bad Bosses
- ◆ Four Competencies of Leadership
- ◆ Major Themes of Excellence
 1. Service
 2. Leadership
 3. People
- ◆ The Nine Sources of Influence
- ◆ Delegation and Empowerment

Day 2

- ◆ Motivation Integration: A Practical Exercise
- ◆ Motivation Theory and Application in the Workplace
- ◆ Managing the New Generation: Challenge and Opportunity

Day 3

- ◆ Principles of Effective Communication
- ◆ Communication and Assertive Supervision
 1. Goals and Objectives
 2. Strategic Planning Simplified
 3. The Five Dysfunctions of a Team
 4. Performance Evaluation
 5. Counseling and Discipline
- ◆ Everyone a Change Agent

What Participants Will Learn:

- ◆ How to transition from the traditional command and control management style to a contemporary leadership pattern which values employee inclusion, participation and empowerment in an effective team environment
- ◆ How to assess their current supervisory strengths and weaknesses and identify needed areas for change and improvement
- ◆ How effective communication (including symbolic behavior) contributes to leadership and building loyalty and trust in the organization
- ◆ How to take a dysfunctional work unit characterized by low performance, morale, productivity and teamwork, and convert it to a high performance unit using proven change management methods which change organizational culture, attitudes and values
- ◆ How to adjust current management practices and behaviors and align them to the aspirations, expectations and motivations of the new generation of employees who place a higher premium on challenging work and job satisfaction
- ◆ How to establish clear goals and objectives to focus on measurable results and enhance both employee and team performance and accountability
- ◆ How to create new structures in the organization to get employees invested in the important business of operational efficiency, customer service and performance measures which focuses on outcomes, not outputs
- ◆ How to improve the supervisor's role in the performance evaluation and counseling and discipline processes
- ◆ How to use what you have learned to your advantage in the promotional process

What Others Have Said About the Course:

“This course has given me a chance to re-evaluate my supervisory style and has reinvigorated my focus on the job. I’ve asked myself what will my legacy be at my department.”

“The most relevant training I’ve been to since SLI, please do this again.”

“Absolutely, hands down the best course I have taken as a police officer. The instructor is articulate and full of knowledge. I feel lucky to have been able to take this class.”

“All of the subject matter hit the nail on the head. Excellent course and excellent instructor.”

“Definitely a course all sergeants should attend. Many tools and skills were given to me to become far more effective in my job.”

“I will recommend this course to my department. I personally got more from this class than the 80 hour first line supervisor program.”

“It’s too bad all of our supervisors and upper management are not required to take this class”

“The entire course was very beneficial to me as a supervisor and a member of this department.”

Ronald Cristando has worked as a consultant to law enforcement since 1978. Certified by both California and Nevada POST, he has worked with hundreds of law enforcement and corrections agencies varying in size from over 10,000 sworn (LAPD and LA Sheriff’s Dept.) to agencies with 12 sworn. His areas of specialization include disaster management; team building with policy, executive and management teams; executive, management and supervisory development; leadership development; change management and community policing.

In a career spanning over 40 years at all levels of government (federal, state and local), his experience, expertise, and unique understanding of government organizations have helped hundreds of state agencies, cities, counties and other organizations solve critical problems, implement necessary change, build more effective management teams, and develop the leadership skills and management practices crucial to success in an ever changing environment.

REGISTRATION:

**Please contact Joseph
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**You can also register online
at:**

www.cristandohouse.com