

# First Line Supervision & Management

for Law Enforcement and Public Safety Personnel



## SEPTEMBER 18-22, 2023

ALBUQUERQUE, NM

Sponsored by:

Bernalillo County Sheriff's Department

*Manuel Galaz*

This comprehensive 5-day training class focuses on current, effective, and best practices for good supervision, leadership, direction, and influence of staff that will create higher levels of professionalism and help reduce liability within an organization. Participants engage in discussion, Q&A, practical exercises, and case studies throughout the course.

### Course Topics

#### Supervision & Management

- ✓ Role of Supervisor
- ✓ Transitioning to Supervisor
- ✓ Coaching & Counseling Strategies
- ✓ Influence of Ethics & Integrity
- ✓ Bias Awareness & Profiling

#### Leadership

- ✓ Principles of Leadership
- ✓ Leadership Behavior Styles
- ✓ Communication Skills
- ✓ Motivational Factors of Staff
- ✓ Management & Personnel Social Styles

#### Performance Management

- ✓ Informal/Formal Discipline Process
- ✓ Changing Unwanted Behaviors
- ✓ Dealing with Problem Employees
- ✓ Performance Appraisal Process
- ✓ Supervisor Documentation

#### Legal & Liability Implications

- ✓ Employment & Civil Rights Law
- ✓ Discrimination & Retaliation
- ✓ ADEA, ADA, FLSA, HIPPA
- ✓ Negligence & Civil Torts
- ✓ Legal Responsibilities
- ✓ Legal Updates & Case Laws

#### Problem Solving & Decision Making

- ✓ Problem Identification Process
- ✓ Types of Decisions
- ✓ Decision Making Process
- ✓ Follow-Up & Analysis
- ✓ Effective Decision Making

#### Conflict & Confrontation Resolution

- ✓ Conflict Identification
- ✓ Healthy vs. Damaging Conflict
- ✓ Consequences of Conflict
- ✓ Stages of Conflict
- ✓ Conflict Management Styles
- ✓ Steps of Resolution Process

### Who Should Attend

Personnel in Law Enforcement, Public Safety, Communications, Detention/Corrections, Fire, EMS, Government, and Administration who anticipate promotion, have been promoted, or already serving in this capacity as well as FTOs, CTOs, DTOs and Basic Instructors.



NMLEA Accredited  
Training Course

Other State's POST may also accept this training-

#### Cost:

**\$435** early registration

**\$475** after September 11<sup>th</sup>, 2023

#### To Register- Click Here

or go to:

[www.technicontraining.com](http://www.technicontraining.com)

or contact us for additional  
information, thank you.

#### Class Times:

8:15 am - 5:00 pm Daily

#### Training Location:

BCSD Regional Training Center  
415 Tijeras NW  
Albuquerque, NM 87102

Training Location, Parking, and Area Hotels will  
be included with registration confirmations.