



# SOUTHERN ILLINOIS CRIMINAL JUSTICE TRAINING PROGRAM

*Mobile Team Unit 15*

## Training Announcement

Name of Training		Class ID#	Course ID#
<b>Telecommunicator Supervisor Training</b>		92478	68185
Date(s) of Training	Time	Hours	Location
April 11-12, 2019	0830 – 1630 Hrs.	16	Effingham Police Department 110 S 3rd Street Effingham, IL
Course Description			
<p>This program defines leadership influence and the differences between leadership, management, and supervision. It defines five leadership styles and how each matter, depending upon the work goals and circumstances. It clarifies the assertive communication skills necessary for clear delegation and 360-degree follow-up. It identifies toxic aggressive communication patterns and behaviors that contribute to workplace harassment and a hostile work environment, and the supervisor's role and duty.</p> <p>The class will cover a supervisor's responsibilities for keeping their commander/manager apprised. Participants will practice assertive coaching, correction, and written documentation based on supervisor observation, regular audio tape review, and debriefing. It provides tools for conflict resolution between employees.</p> <p>The class will also address how telecommunication supervisors are responsible for how their subordinates interact on the phone and radio with the public at large; elected officials; municipal employees; and fire, ambulance, and outside municipality officials. It further addresses the supervisor's role in how their employees interact with their own officers, supervisors, and command.</p> <p>Morale and motivation and how leading from the front impact both will also be discussed.</p>			
Course Objectives			
<p>Telecommunicator supervisors will be able to define and discuss:</p> <ul style="list-style-type: none"> <li>✓ How supervision, management, and leadership differ</li> <li>✓ Verbal and nonverbal assertive communication skills</li> <li>✓ Aggressive toxic employee communication patterns and behaviors</li> <li>✓ Supervisor's role in disallowing workplace harassment and hostile work environment</li> <li>✓ Methods for 360-degree delegation</li> <li>✓ Significance of earned trust and credibility on employee morale</li> <li>✓ Ways to develop the leader within you</li> <li>✓ What it means <i>to lead from the front</i></li> </ul>			
Instructor			
<p><b>Jan Mirikitani</b> teaches leadership principles for organizational communication competency with realistic applications. She has worked with federal, state, county, and municipal governments (primarily law enforcement) as well as corporations and school districts. Jan has been a continuing education trainer for the St. Louis County and Municipal Police Academy for nearly 30 years. She is considered a friend to law enforcement officers in every jurisdiction in which she had delivered training.</p>			
Mandates Met by This Training			
<ul style="list-style-type: none"> <li>➤ Procedural Justice</li> <li>➤ Human Rights</li> </ul>			
<p><i>This class is partially funded and certified by the Illinois Law Enforcement Training and Standards Board</i></p>			