

POLICE SERVICE EXCELLENCE



OBJECTIVE

- To help police leaders create frameworks for standardizing messages to ensure efficient, effective and professional communication in both the verbal and written form

WHO SHOULD ATTEND

- Front line employees
- Supervisors
- Managers

SESSION DETAILS

- One full day session
- Interactive format
- Take-away participant guide and certificate of recognition

PROGRAM AT A GLANCE

Part 1 - Service & Policing

Who are your clients?
Benefits of high-level service

Part 2 - Teams

Team work activity
How to build a great team
Key components of a great team

Part 3 - Team Strengths

Identify your service strengths
Determine how you can build upon your service strengths
Identify how your service strengths contribute to the team

Part 4 - Team Development

Team cycles
Tips for handling team cycles

Part 5 - Communication Process

Describe the 3 parts of the communication process
Identify steps to effective listening

Part 6 - Communication Challenges

Apply a 5-step communication process to pressure situations
3 types of challenging people