

# First Line Supervision & Management

for Law Enforcement and Public Safety Personnel

**JULY 17-21, 2023**

**LAS CRUCES, NM**

Sponsored by:

**NMDPS Communications Bureau**



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, HIPAA
- ✓ Negligence & Civil Torts
- ✓ Legal Responsibilities & Intervention
- ✓ 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 July 10<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:

**N.M. State Police District 4 Complex**

4055 Sonoma Ranch Blvd.

Las Cruces, NM 88011

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