MARIN CONSULTING ASSOCIATES

SERVING PUBLIC SAFETY AGENCIES SINCE 1979

SUPERVISORY TRAINING FOR DISPATCHERS

PERFORMANCE AND ACCOUNTABILITY

Practical Approaches for Performance Management

CLINTON TOWNSHIP Aug. 16-17, 2027

Hosted by the Macomb County Criminal Justice Training Center

Location: 21901 Dunham Road, Clinton Township, MI 48036

Tuition: $300 (0830-1700 hours)

911 Committee Fund Approved! ID# MRN2023-4235

This 16-hour workshop is for sworn and civilian public safety supervisors and managers. This is also an excellent course for dispatch trainers and aspiring dispatch supervisors.

If you want to make a real difference in your agency, take a leadership role in making performance and accountability cornerstones of the organizational culture. We present a real-world approach to performance management, with the firm belief that if you take a positive approach with your good employees and deal directly and decisively with those who are unable or unwilling to perform, your organization will thrive. You will take practical techniques away from this workshop that you will be able to use on your very first day back at work.

Learn to:

- Understand and avoid the seven supervisory behaviors that demotivate good employees
- Speak and write the *language of performance*
- Clearly communicate your expectations and provide effective feedback about performance
- Effectively document performance and write objective, meaningful, performance evaluations
- Appropriately establish and assert your authority with challenging employees
- Confidently confront difficult and resistant employees without losing
- Recognize and handle the manipulations commonly used on supervisors

The instructor for this workshop is Jon “Cris” Trulsson, a 30-year law enforcement veteran and retired police lieutenant. Cris holds dual bachelor’s degrees in law and history from the University of the Pacific. He is a graduate of the FBI National Academy (Session 227) and a graduate of the F.B.I. Law Enforcement Executive Development School, the California POST Supervisory Leadership Institute and the POST Instructor Development Institute.

Cris is a subject matter expert on performance management and accountability in the workplace. As a senior associate with Marin Consulting Associates, Cris trains law enforcement supervisors and managers nationwide. Internationally, Cris has had the privilege of providing training to the British Transport Police and to train with the Police Service of Northern Ireland, the Royal Thai Police, the Royal Malaysian Police, the Ministry of Public Security-Vietnam, and the Indonesian National Police.

For more information, call (916) 755-1486

To register visit marinconsulting.us