Course Announcement

To: All Law Enforcement and Correctional Agencies

From: John C. Moses
Director of Criminal Justice

Date: May 27, 2015

Re: First-Line Administrator Training Program
CJA018-5001 (49 hours)
September 14 to 22, 2015
MPCTC Approval # P21939 / C13513

Location: Eastern Shore Criminal Justice Academy
Guerrieri Hall/201
32000 Campus Drive
Salisbury, MD 21804
410-572-8750
FAX 410-572-8759

Dates & Times: Monday, September 14 to
Friday, September 18 8:00 am to 4:30 pm
Monday, September 21 to
Tuesday, September 22 8:00 am to 4:30 pm

Fee: Wicomico/Worcester/Somerset Counties $164
Other Counties $174
Out of State $342

Special Note: Seating is limited to 24 students.

Note: These fees are subject to change on July 1st depending on county budget appropriations.

The Eastern Shore Criminal Justice Academy is pleased to present the Maryland Police and Correctional Training Commission’s FIRST-LINE ADMINISTRATOR’S TRAINING PROGRAM. The program will be presented in five modules which will address the following topic areas:

Module #1: Role of the First Line Administrator in a Criminal Justice Agency
Module #2: First Line Administrator as Planner and Problem Solver
Module #3: Communications
Module #4: Role in Managing Human Resources
Module #5: Risk Management

The program is designed to meet the training requirements of the Maryland Police and Correctional Training Commissions for new administrators and will require successful completion of the M.P.C.T.C TERMINAL TRAINING OBJECTIVES. Program participants shall achieve a minimum score of 70 percent on a final examination and must fully participate in practical exercises during the program. A participant absent for more than 10 percent of a program may not be certified unless the academy program director and the Commission training coordinator determine that sufficient work has been completed.
Upon completion of this course, the student should be able to:

1. Identify the role(s) of an administrator/mid-level executive.
2. Distinguish between being an effective administrator/manager/mid-level executive and an effective leader.
3. Identify key leadership principles and how they apply to the role of an administrator/mid-level executive.
4. Integrate leadership principles and personal characteristics into the problem solving model.
5. Distinguish between policy and procedure and identify an application for each.
7. Develop a written policy statement.
8. Develop a procedure document.
9. Evaluate a written procedure.
10. Explain the relationships between policy, training, inspection (audits), and discipline.
11. Demonstrate principles of good business writing.
12. Integrate leadership principles and personal characteristics into the problem solving model.
13. Introduce the operational steps of a problem solving process.
14. Apply problem-solving techniques to resolve issues arising in such areas as: human resource management, strategic planning, budget development/management, and risk management.
15. Describe the role of ethics in the problem solving process.
16. Describe the strategic planning process.
17. Describe the relationship between strategic planning and the budget process.
18. Describe the process for evaluating a strategic plan.
19. Assess both the positive and negative characteristics of various interpersonal communication styles to include: communications within the organization, public speaking engagements, and contacts with the media.
20. Identify the steps needed to conduct a “business” meeting including: setting and adhering to an agenda, facilitating discussion, maintaining a schedule; documentation, etc.
21. Describe sources of workforce conflict e.g., peers, supervisors, subordinates, institutional or organizational culture, outside or community generated pressure including political or media generated pressure.
22. Apply appropriate conflict resolution techniques, such as negotiation, arbitration and mediation to workforce/workplace conflicts to include conflicts between individuals within the organization, outside the organization and between individuals inside the organization and the community.
23. Identify the key elements in a valid selection process.
24. Identify the legal considerations in the selection process (including The Americans with Disabilities Act-ADA).
25. Identify the key elements of a valid promotional process.
26. Describe the value of diversity in the workforce/workplace.
27. Identify the opportunities and challenges of ensuring workplace diversity including the impact on employee morale, risk management, etc.
28. Identify strategies for ensuring workforce diversity.
29. Examine the criteria and tools used to conduct effective performance evaluations.
30. Discuss the role that an employee performance evaluation plays in the administration of the organization including employee development, employee morale, risk management, training needs assessment, etc.
31. Describe the role of both formal and informal training in workforce development. (May include training delivered by the academy, school, peers and supervisors.)
32. Identify the steps for determining the agency’s training needs.
33. Describe the impact of coaching and mentoring in workforce development including risk management, succession planning, team building and employee morale.
34. Demonstrate the principles of good business writing.
35. Determine incidents that represent sexual harassment situations in the workplace.
36. Explain vicarious liability and the steps that can be taken to insulate an agency and administrator from liability exposure to include: training, performance evaluations, discipline, policy development, etc.
37. Describe the elements and procedural stages for handling complaints of inappropriate conduct against agency personnel.
38. Describe "due process" as it relates to discipline or to the termination of the employment of public employees.

This course is designed to meet requirements as mandated by the Maryland Police and Correctional Training Commissions.

Since we are restricted to the size of the class, we suggest a quick response be made to reserve your seat/s. Reservations may be made by emailing your reservation form to Ms. Etta Smith at esmith@worwic.edu. All class reservations must be submitted to the ESCJA on the attached form via email to ensure your reservation.

You will be billed by Wor-Wic Community College billing office. If you need to contact them, their number is 410-334-2924.

NOTE: Anyone attending this in-service must be in attendance for the full session. Time missed will be deducted from the hours available for in-service credit. All officers wearing a handgun on campus in plain view MUST also wear his/her badge in plain view.
Reservation Section

PLEASE PRINT ALL INFORMATION

Course: First Line Administrator Training Program

Date: September 14 to 22, 2015

Send Form via: Email to esmith@worwic.edu

You will receive a reservation confirmation.

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Sheriff/Chief/Warden/Manager_________________________ Date__________

Contact Person (Please Print)_________________________ Phone #__________

Contact Email:_____________________________________

Department/Agency_________________________________

Address___________________________________________ Zip__________

Send Billing to: ___________________________________

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Cancellation Section

Please cancel the following officer(s):

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