

Randy Means Presents

A Total Quality Policing Seminar

Effectiveness
Integrity
Discipline
Accountability
Risk Management

Advanced Supervision Training for Sergeants and Lieutenants

Leadership & Liability Prevention in Today's Legal Environment

A Two Day Seminar Developed by
Randy Means

Randy Means is one of the most respected law enforcement trainers in America and former Police Attorney for the City of Charlotte. He has taught more than a quarter-million law enforcement officials and provided consulting services to hundreds of agencies, including many of the largest and best in the country.



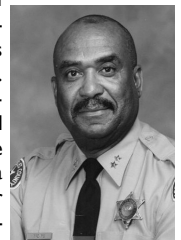
Primary legal and risk management instructor for the IACP, he has been a featured speaker at many of its national conferences and at multiple annual conferences of the FBINAA and PRIMA. He was the featured presenter on Best Practices in Law Enforcement Training at the 2008 ILEETA annual conference.

*Day One
taught by
Randy Means*



Greg Seidel is a Patrol Commander at the Petersburg (Virginia) Police Bureau and he is a 24-year law enforcement veteran. Captain Seidel is also the Director of The I.M.P.A.C.T. Project, a national law enforcement human development and customer service initiative. A graduate of the FBI National Academy and one of the country's most effective leader-teachers, his decorations include the Combat Cross and the Purple Heart.

Curt Spears is a recently retired Chief of Operations and former head of Professional Standards and Training for the Los Angeles County Sheriff's Department. During his many years in law enforcement leadership roles, he pioneered many of the approaches which today are considered "Best Practices." He is a nationally recognized management trainer and regularly teaches proactive management of police discipline.



*Day Two
taught by
Randy Means
or one of these
national
instructors*



Joseph Dulla is a 20-year veteran of the Los Angeles Co. Sheriff's Dept.; Lt. Dulla has worked field ops, detective division, and as a supervisor in special assignment teams, patrol, and custody. A California POST Master Instructor, he instructs in the CA POST Management School, is a supervision skills trainer, and an adjunct faculty member at Cal State Dominguez Hills. He holds both Bachelor's and Master's Degrees in Sociology.

Brian Fitch, Ph.D., is a lieutenant and a 26-year veteran of the Los Angeles Co. Sheriff's Department. He has lectured nationally on a variety of law enforcement topics, and was featured as an expert on deceptive communication on an A&E TV special. Brian holds faculty positions in psychology and organizational leadership. He is currently head of the Thomas & Means Center for Law Enforcement Ethics Customer Service.



Thomas & Means
Allied to Benefit
Law Enforcement



Hosted by

Avondale Police Department

November 9-10, 2009

Training Location:

City Hall * 11465 W. Civic Center Dr. * Avondale, AZ

Seminar hours: 0800-1630

www.thomasandmeans.com

Advanced Supervision Training

Creating
Positive
Organizational
Culture
Through
Beneficial
Supervisory
Methodologies

"On the national front, he has long been a powerful force in furthering police professionalism. I've been exposed to most of the best in law enforcement training. In my opinion, Randy Means is the 'master' of law enforcement legal training nationwide."

Charles Jordan, MPA
Chief of Police,
Hampton, VA

Topics will include...

Professional Standards and Employee Morale
The 3 Tiers of Organizational Accountability
Audits and Inspections
Re-Shaping Organizational Culture
Balanced Risk Management Philosophy
Principles of Effective Leadership
Customer Service Focus
Supervisory Ethics
Assuring Needed Consistency
Proper Use of Supervisory Power
In-Service Testing/Assessment
"Non-Traditional" Training Tools
Improving Roll Call Training
Defining Supervisory Expectations
Unit Level Accountability
The Proactive Effects of Close Supervision
Keys to "Fairness" with Employees
"Constructive Confrontation"

Enhanced Supervision Techniques
Quality Control Methodologies
Early Intervention Systems
Activity to Negativity Ratios
Officer Centered "Charge Clusters"
Case/Evidence Performance Statistics
Another "Layer" of Early Recognition?
Brady/Giglio: What Supervisors Need to Know
"Fitness for Duty"
Sexual Harassment: What's Needed Today?
An Evaluation System that Actually Works
Physical Fitness Responsibilities
Reducing Fraternalization
Maintaining Duty and Honor Values
Human Relations Initiatives
Police Supervisory Styles - What Works
Leading the New Generation of Officers
Creating a Supervisory Tactical Plan

Four easy ways to register...

Call: 704-895-5694, ext. 11

Email: bvhoffman@bellsouth.net

Fax this form to: 704-895-9034

Mail this form to: Thomas & Means, PO Box 2039, Huntersville, NC 28070 Payment Enclosed

Advanced Supervision Training
For Sergeants and Lieutenants

o Avondale, AZ - November 9-10, 2009
Hosted by Avondale Police Dept.

Agency _____ Email _____

Address _____ Phone _____ Fax _____

City _____ State _____ Zip _____

Contact Name _____ Rank/Title _____

Participants (including rank or position): (Additional forms may be used for additional locations or participants)

Registration Date: _____ Purchase Order # _____

Seminar Tuition: Registration fee for this two-day program is \$195.00 per person. A written confirmation of registration will be sent to the contact name listed. Seminar fee includes all instructional costs and seminar materials. Payment (or purchase order) must be received in advance for admission to the seminar. Make checks payable to: Thomas & Means.

Additional Savings: Send three, fourth registration is free. Groups of five or more are \$145.00 per person.

Seminar Hours: The seminar will begin at 8:00 am and conclude by 4:30 pm each day.

Refund and Substitution Policy: A refund, less an administrative fee of \$30.00 per person, will be issued upon receipt of a written request at least 10 business days prior to the seminar. No refund will be made for a cancellation received less than 10 days in advance. We will gladly apply a registration fee to any of our future seminars or products. Substitutions can be made at any time.

Cancellation Policy: In the unlikely event of seminar cancellation, we will refund or credit your registration fee. We will reimburse any non-refundable, non-changeable airline ticket.

NOTE: These programs focus on non-punitive personnel practices. For information on our program entitled "Managing Police Discipline", including internal affairs Investigations, offered 8 times a year across the country, please see our website at www.thomasandmeans.com.

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Law Enforcement



Agency Contact: Cindy Sawyer 623-333-7215 csawyer@avondale.org