

First Line Supervision & Management

for Law Enforcement and Public Safety Personnel



MARCH 18-22, 2024

SANTA FE, NM

Provided by:

New Mexico Law Enforcement Academy

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
- ✓ 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-

No Cost:

This training is sponsored in full by NMLEA

Register for the class through the Acadis® Portal by contacting your Agency Training Coordinator.

If you are a Training Coordinator and have questions or problems registering through Acadis® Portal, contact Layla Reyes at (505) 827-3320 or email at layla.reyes@dps.nm.gov

Class Times:

8:15 am - 5:00 pm Daily
Classroom 4

Training Location:

New Mexico Law Enforcement Academy
4491 Cerrillos Rd.
Santa Fe, NM 87507