

Penn State Justice and Safety Institute

The 329 Building, Suite 222, University Park, PA 16802-7009 • (814) 863-0079 • Fax: (814) 863-3108

High Impact Supervision (HIS)

The transition from being a line leader to a supervisor requires a specific mind and skill set. The Penn State Justice and Safety Institute (JASI) designed the High Impact Supervision (HIS) program to provide the intensive and interactive training needed in order to better manage contemporary police environments. Specifically, the three-day HIS program will prepare first-line supervisors to meet the challenge of “critical shift” into a supervisory position.

This program addresses concepts that will help to enhance supervisory skills at a time when securing maximum employee productivity and ethics is vital. We must now ensure that our work environment runs smoothly inside and outside of the office, and JASI’s HIS program aims to accomplish this goal. All of our courses are instructed by current practitioners or recently retired executives. Key concepts and topics include, but are not limited to, the following:

- ✧ **Key management concepts**
 - ☑ Strengths and weaknesses
 - ☑ Assessing yourself
- ✧ **Flexibility and effective supervision**
 - ☑ Leadership and transforming
 - ☑ Knowing and developing staff
- ✧ **Dealing with problem employees**
 - ☑ Four keys to better listening
 - ☑ Progressive discipline
- ✧ **Motivational theories**
 - ☑ Strategies
 - ☑ Generation X officers
- ✧ **Vital problem-solving skills**
 - ☑ Problem-oriented policing
 - ☑ Community partnership
- ✧ **Decision-making methods**
 - ☑ Most effective techniques
 - ☑ Systems approach
- ✧ **Contingency planning**
 - ☑ Identifying the correct people
 - ☑ Identifying the correct incidents
- ✧ **Performance appraisals**
 - ☑ Use as a management tool
 - ☑ Causes of effective performance

Cost: \$450/person

Registration: Complete the enclosed registration form and fax to 814-863-2765 or mail to Penn State Justice & Safety Institute, PO Box 410, State College, PA 16804-0410. Questions? Contact us at 814-863-0079.

PENNSTATE



An Equal Opportunity University

www.jasi.outreach.psu.edu