Instructor: Mike J. Coker, Sgt. (Retired)

Sergeant Mike J. Coker served as a police officer for 20 years in the Portsmouth, Virginia Police Department. Mike held several supervisory assignments during his tenure: Field Training Officer, Uniform Patrol Supervisor, Homicide and Robbery Squad Commander, Domestic Violence/Sex Crimes Supervisor, Robbery Task Force Squad Commander, Shift Commander, and Administrative Assistant to the Chief of Police. Mike is a graduate of Virginia Polytechnic Institute and State University at Pamplin College (Leadership Course) sponsored by the Virginia Police Chief's Association in Blacksburg, Virginia. Mike's teaching experience includes: The Polaroid Corporation, United States Postal Service, U.S. Attorney's Office Northern Mississippi District, Las Vegas Metropolitan Police, Idaho P.O.S.T., Miami-Dade Police Department, Idaho Governor's Task Force, Suffolk County Long Island New York, Virginia Juvenile Court Judges, Virginia Department of Criminal Justice Services, Texas P.O.S.T., University of Delaware, Fairfield County Criminal Justice Academy, Hampton Roads Academy of Criminal Justice Services, Eastern Virginia Medical School, St. Louis County Police Training Academy, and The U.S. Virgin Island Police.

March 25, 26 & 27, 2009
Arlington, Texas

March 30, 31 & April 1, 2009
New Braunfels, Texas

Register On-Line At: www.patc.com

Training Seminar
Law Enforcement Supervision, Management and Leadership Skills For Challenging Times
“Decision Making Skills For Supervisors”

Who Should Attend:
First Line Supervisors, Shift Commanders, 911 Communications Personnel, Human Resource Managers and Civilian Supervisors

TCLEOSE credit will be given to each attendee

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Real Time Leadership: In today’s world the need to have things instantaneous has caused a shift in leading as it relates to business. Critical issues involving day-to-day operations will cause leaders to speed up the learning curve in order to tackle these tough issues. During this period, we will discuss maintaining a positive work environment in which the truth can be told, core competencies of a leader, work assignments, and rotating personnel and transfers.


Upon Completion:
At the end of this training session, the participant will have a working knowledge on how to:
- Dealing with the Problem Employee
- Decision Making
- The Role of the Mission and Vision Statement
- Delegating Assignments

In addition, the participant will become familiarized with:
- 2 Golden Rules of Leadership
- P.O.S.D.C.R.B.
- Performance Evaluations
- Level 5 Leadership
- Broken Window Theory
- Expectations

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### Seminar Agenda

**Law Enforcement Supervision, Management and Leadership Skills For Challenging Times**  
“Decision Making Skills For Supervisors”  
March 25, 26 & 27, 2009  
Arlington, Texas

#### Course Objectives:

Leadership is influence. Each of us has the power of influence. Becoming a leader you must recognize the potential in others, not to mention yourself. Accepting a new leadership position can be the most demanding and yet receive the least training. It is Mike’s hope to share some innovative ideas to help in day-to-day operations from the supervisors role in a vehicle pursuit, to making critical decisions at the crime scene. In the spirit of Community Policing, it is important that we decipher the mission and vision of the organization and the real time impact it has on future leadership.

#### Mission and Vision Statement:

During this period, we will discuss the importance of knowing your mission and vision for your organization. It is imperative that each employee has a working knowledge of their role and the impact on the mission of the department. It starts with having a keen understanding of your current job function.

#### Innovative Ideas About Leadership:

During the time allotted, we will discuss points to emphasize the Role of Leadership, and innovative theories of understanding people. One day you’re one of the guys, the next, you’re promoted. This is a tough adjustment to make. We will spend some time understanding what is needed to make this critical transition.

#### Confronting The Problem Employee:

Regardless of the size of the organization, there will always be people who are hard to deal with or motivate. During this session we will uncover some innovative strategies in confronting this person without transferring them.

#### First Line Risk Management:

As a leader we must take an affirmative role in training our people. During this period, we will discuss the cost of not training or monitoring our personnel. In addition, we will discuss the T2 Critical tasks that can reduce your liability risk.

#### Developing Your People:

When was the last time you took the time to develop someone. During this period, we will tackle critical issues in prioritizing your workload while developing your personnel.

#### Accountable Leadership:

Every supervisor in the organization has a responsibility to make sound decisions that benefit the citizens and the organization. During this period, we will discuss the COMPSTAT program and how it relates to Accountability. In addition, we will discuss what it takes to be an effective critical decision maker and taking responsibility for those decisions.

#### Media Relations:

Your organization is only one case away from CNN broadcasting, “Live” from your city. During this period, we will discuss the importance of each level of leadership becoming aware of the pitfalls of dealing with the media.

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#### Day One

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>8:00 a.m.</td>
<td>Registration</td>
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<tr>
<td>8:30 a.m.</td>
<td>Registration</td>
</tr>
<tr>
<td>9:00 a.m.</td>
<td>Mission and Vision Statement</td>
</tr>
<tr>
<td>9:30 a.m.</td>
<td>- Is the Mission Statement Clear &amp; Concise?</td>
</tr>
<tr>
<td>10:00 a.m.</td>
<td>- Shaping the Future</td>
</tr>
<tr>
<td>11:00 a.m.</td>
<td>Evolution of Work Performance</td>
</tr>
<tr>
<td>12:00 p.m.</td>
<td>Lunch (On Your Own)</td>
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#### Day Two

<table>
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<tr>
<th>Time</th>
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</thead>
<tbody>
<tr>
<td>8:00 a.m.</td>
<td>First Line Risk Management</td>
</tr>
<tr>
<td>9:00 a.m.</td>
<td>- 12 Critical Tasks to Reduce Liability</td>
</tr>
<tr>
<td>10:00 a.m.</td>
<td>- Active Resistance/Agression Policy</td>
</tr>
<tr>
<td>11:00 a.m.</td>
<td>- Layers of Liability Protection</td>
</tr>
<tr>
<td>12:00 p.m.</td>
<td>Lunch (On Your Own)</td>
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</tbody>
</table>

#### Day Three

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<thead>
<tr>
<th>Time</th>
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</thead>
<tbody>
<tr>
<td>9:00 a.m.</td>
<td>Creating an Attitude for a Positive Day</td>
</tr>
<tr>
<td>10:00 a.m.</td>
<td>- Projecting a Positive Image for the Organization</td>
</tr>
<tr>
<td>11:00 a.m.</td>
<td>- Scenarios Dealing with Day to Occurrences</td>
</tr>
<tr>
<td>12:00 p.m.</td>
<td>Certificate Presentation</td>
</tr>
</tbody>
</table>

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### 3 Ways to Register for a Seminar!

1. **On-line Registration** at [www.pact.com](http://www.pact.com) — Yellow/Blue link in corner
2. **Fax Form** to Public Agency Training Council  
   FAX: 1-317-821-5096
3. **Mail Form** to  
   Public Agency Training Council  
   5101 Decatur Blvd, Ste. L  
   Indianapolis, Indiana 46241

**Federal ID# 35-1907871**

**Pre-payment is not required to register**

Upon receiving your registration we will send an invoice to the department or agency.

Checks, Credit Cards, Purchase Orders should be made payable to:

Public Agency Training Council

If you have any questions please call 317-821-5085 (Indianapolis)  
800-385-0119 (Outside Indianapolis)

---

**Seminar Title:** Leadership Skills For Challenging Times  
**Instructor:** Mike J. Coker  
**Seminar Location:**  
Arlington South Police Dist  
1030 SW Green Oaks Blvd  
Arlington, TX 76017

**Comal Co. Sheriff’s Office**  
3005 W San Antonio St  
New Braunfels, TX 78130

**When:**  
March 25, 26 & 27, 2009
March 30, 31 & April 1, 2009

**Registration Time:**  
8:00 A.M. (Day One)

**Hotel Reservations:**  
Holiday Inn Express  
Arlington, TX 76015  
1-817-794-8750  
$85.00 single/double

Holiday Inn  
New Braunfels, TX 78130  
1-830-625-8017  
$70.00 single/double

**Registration Fee:**  

**Seminar ID #7536  Seminar ID #7537**

**MARK ONE:**

- Arlington, Texas  
- New Braunfels, Texas

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**Names of Attendees:**

1.  
2.  
3.  
4.  

**Agency:**

**Invoice To Attn:**

(Must Be Completed)

**Address:**

**City __________________________ State _____ Zip**

**Email:**

**Phone:**

**Fax:**