



An interactive, three-day (24 hours) workshop designed to address
The Line Employee's Role In

The Success Of Day-To-Day Operations

Community Relations

Communication

Having A Positive Impact On The Culture Of Your Agency

TUITION

\$300 for the 3-day program; includes all course materials. Please check with our office for multiple-registration discounts.

TO REGISTER AND PAY YOUR TUITION

Register On Line At:

<http://www.theresultsgroupltd.com>

You May Use Your Credit Card To Pay On Line

Or Call Our Office at 541-354-9956 To Process Payment Information By Phone



PAYMENT

We also accept agency and personal checks. All payments are due prior to the class date.

WHO SHOULD ATTEND

Employees from
Police/Patrol—Jail/Corrections—Dispatch/
Communications—Records—Evidence—Information
Technology—Reception—Civil—Court Administration—
Finance/Bookkeeping- Human Resources
**In Short: Any And All
Employees In Public Safety, City Government and
County Government!**

YOUR INSTRUCTOR

Stephen L. Kent, founder and president of The Results Group, Ltd. has more than 30 years management, training and facilitation experience. As a management consultant, he specializes in helping organizations design and implement programs to improve personal and organizational effectiveness. Steve is a dynamic speaker who is known for his straight talk that gets right to the heart of key issues.



The Line Employee's Academy

TRAINING SITE

Spokane County Sheriff's Office

10319 E. Appleway Boulevard, Spokane, Washington 99206

HOST AGENCY

Spokane County Sheriff's Office

DATES

November 7—9, 2012

CLASS TIMES

0800 hours—1700 hours

(with breaks and one hour for lunch)

AMONG THE MANY THINGS YOU WILL LEARN ARE:

- How To Be A Truly Effective, Results-Oriented Team Member
- Improving Communication Skills
- Conflict In the Workplace
- How To Stay Out Of "Office Politics"
- How To Avoid The Whining Trap
- The Importance Of Making Proposals For Change
- The Importance Of Individual Planning
- What To Expect From Your Agency And What Not To Expect
- The Purpose of Policies & Procedures
- ... and much, much more!