



SPOKANE COUNTY SHERIFF'S OFFICE
&
SPOKANE POLICE DEPARTMENT
TRAINING ANNOUNCEMENT



Risk Management Considerations in Law Enforcement Operations

Presented by Mr. Gordon Graham

DATE: May 1st, 2012

TIME: 0730-1730

LOCATION: Spokane Fire Department Training Center
1618 N. Rebecca
Spokane, WA 99217

COST: \$50 per person (**SCSO and SPD are FREE**)
(Registration will be open for outside agencies on 1/1/12)

DESCRIPTION:

The Spokane County Sheriff's Office and the Spokane Police Department are proud to welcome Mr. Gordon Graham to Spokane in 2012! This course will cover risk management considerations in law enforcement operations. This course will be a 9-hour day, beginning at 0730 and ending at 1730. Topics of discussion will include: Five Concurrent Themes for Success; The Importance of Discipline; Ethical Decision Making; Threshold Incident Tracking; and Customer Service – Creating some "WOW". For a detailed course outline, please refer to the attached at the end of this flyer.

The SCSO and SPD were able to keep the cost of this course extremely low at only \$50 per person. Space is limited and will be offered to outside agencies on a first come, first served basis. Please register early as Mr. Graham's events typically sell out very fast.

REGISTRATION:

To register, please complete and return the SCSO registration form found below to Deputy John Oliphant. The application can be faxed (509) 477-6975 or emailed jroliphant@spokanesheriff.org. Any questions, feel free to call (509) 477-3211.





Revised 9/10

Spokane County Sheriff's Office Training Unit

Application Form
GENERAL COURSE APPLICATION

PLEASE TYPE OR PRINT CLEARLY

1. GENERAL INFORMATION

Applicant's Name: (Last) (First) (Middle)

Title/Rank: Applicant's Personnel Number: Male Female

Primary Duty Assignment: Agency:

Agency Phone: Agency Fax: Applicant's Agency E-Mail Address: **MANDATORY - PRINT OR TYPE**
@

Agency Mailing Address: (Street or PO Box) (City) (Zip)

IF THIS APPLICANT REQUIRES SPECIAL CLASSROOM ACCOMODATION, PLEASE MAKE REQUEST ON A SEPARATE SHEET AND ATTACH TO THIS APPLICATION.

2. COURSE INFORMATION

Course Title: Location of Course:

Course Date(s):

3. **MANDATORY-MUST BE COMPLETED TO BE CONSIDERED FOR SELECTION**

In determining **eligibility** of this **applicant**, the Spokane County Sheriff's Office will consider any special need or purpose which the applicant or his/her agency may have regarding the requested course or training. Comments:

5. APPLICANT PRIORITY (MANDATORY!) → If submitting more than one application for this course, check the priority of **THIS** applicant:
1 2 3 4 5

6. TRAINING COORDINATOR EMAIL ADDRESS (MANDATORY!) → @ **Confirmation is sent via email, please make sure this section is complete.**

7. AUTHORIZATION

Agency Representative Authorizing Attendance: _____
Name _____ Title _____
Signature _____ Date _____

For SCSO Use Only

Return completed application form to: Deputy John Oliphant, Spokane County Sheriff's Office Training Center, 10319 E. Appleway, Spokane Valley, WA 99206. Applications may also be faxed to (509) 477-6975 or sent as an email attachment to roliphant@spokanesherriff.org. For more information regarding the application process, please call (509) 477-3211.

Check out more training opportunities at www.spokanecounty.org/sheriff/training.

Spokane County Sheriff's Office Spokane Police Department Continued Professional Training Proposed Course Outline

May 1, 2012

Risk Management Considerations in Law Enforcement Operations:

Law Enforcement Operations 2011: (Two Hours)

Introductory Comments

Who I am and who you are? What is going on in our profession today?

- The level of risk has increased
- The stakes are extremely high. When things do not go right there is the potential for many types of tragedies

Some preliminary thoughts on the study of "tragedies"

- What causes tragedies?
 - Proximate cause, Contributory Cause, Related Cause
- Conditions and Cultures
- Problems Lying in Wait

What can be done to address the problems?

- Identify cause and build viable control measures

Understanding the "Five Concurrent Themes"

Risk Management

- A brief history of the discipline
- Application to law enforcement operations
- Some thoughts on why we think like lawyers
 - Fixing things after the fact is too late
- Public v. Private Sector approaches to Risk management
- Private sector is light years ahead of us
 - Success stories in Private Sector operations
 - Success stories in law enforcement

How do you manage the risks you face?

The creation of “control measures”

The Value of Systems in Law enforcement Operations

Systems in the Law enforcement – Policy, Procedures,
SOP’s, Rules, Protocols

Understanding the DUI Rule

Your role in Design of good systems

Some thoughts on Statewide Standardization

Some thoughts on the needs of your Department

Your role in updating

Problems with “systems” implementation

Does “Bud” work for you?

Creating a Loyal Customer Base – It is essential for our continued
success – Where do jurors and voters come from?

Accountability – A dying word in America and your role in its
revival

Again, back to your role in systems and implementation

Integrity – Without the public trust we have nothing

Who is Dr. Zeller and why do you need to know his thoughts?

Who is Chaytor Mason, and why is thinking applies to all of us?

Truly Predictable is Preventable

Identifiable Risks are Manageable Risks

Ethical Decision Making: (Two Hours)

Why do we occasionally make bad decisions?

Some thoughts on Risk and Frequency

The value of RPDM – Recognition Primed Decision Making

Anyone can make a good decision on a “high frequency
event”

What happens when we get involved in a “low frequency event?”

Again, the difference between proximate cause and
problem lying in wait

The value of systems revisited

EDM – A ten-step system to improve decision-making
Identification and clarification of issues
Jurisdictional Considerations
Use of Discretionary time if available to:
 Check the Policy
 Check on past practice
 Ethics Considerations
 Analysis of Consequences
Decision Implementation and follow through
Documentation and recordation considerations
Learning and sharing – transferring “memory markers”

The Importance of Discipline: (Two Hours)

A brief primer on “organizational risk management”

The Five Pillars of Success

People, Policy, Training, Supervision, **Discipline**
Understand why discipline is necessary in law enforcement
The importance of good policy and procedures
The importance of constant and ongoing training
Supervisors need to behave like supervisors
When rules are not followed, someone needs to act
Investigative protocols – consistency is critical
Fact gathering and discretionary time considerations
Documentation of the investigation
Get on with life and the mission of your organization

Threshold Incident Tracking: (One Hour)

How to recognize the incident that will end up in court

On scene issues of risk management – Your role as a supervisor/manager

Your role in protecting your agency – there are only so many dollars

How to know when to write the good report

It is all discretionary time – use it wisely
TRW - Tactical Report Writing - Managing the Risk now!
GRIID – Rules for Improving Incident Documentation
Horror stories from around America
What your Attorney needs to prove your proper conduct

Between the incident and jury trial - what goes on?

Post Incident Tracking of Threshold Incidents

The timeline of things you need to watch out for

Depositions and Interrogatories - What is going on here? It is all discretionary time in nature

Resume Preparation and Maintenance - Court Preparation

GRECT – Rules for Enhancing Courtroom Testimony

Successful testimony starts with a lot of hard work today

Civil v. Criminal court concerns – There is a huge difference

More, more tricks of plaintiff lawyers

Customer Service: (Two Hours)

What is the commitment of your Department regarding service?

A Three Step Approach to Success

Getting things done right the first time

Treating People Right all the time

Adding in the “WOW” factor whenever possible

The Value of RPDM – Recognition Primed Decision Making

Doing the everyday stuff is easy

What to do when you get involved in the “low frequency” task

Consequences for not taking this seriously

The Eight Basic Rules to Success

Treat People the way you would want to be treated

Smiles and Courtesy go a long way

If you don't have something good to say....

Listen as much as you talk

Don't make promises you can't keep

Keep the promises you make

Apologize if you truly make a mistake

You get more flies with sugar than you get with vinegar

Recognizing the difference between the good customer and the bad one

The public knows the difference – you must also know this

Getting people to say “WOW” after the contact

It is easier than you think

Success stories from around America in law enforcement operations

Techniques for success in your job here in Massachusetts

The role of line personnel – You have a key role here

The role of supervision – You have a key role here

The role of management – You have a key role here

Closing Comments and Course Wrap Up