



Strategic Advantage For Public Safety Leaders

The Dispatch Supervisor's Academy

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.

An interactive, three-day workshop is designed to address The Dispatch Supervisor's Role In

How To Be A Truly Effective, Results-Oriented Team Leader
How To Stay Focused When All About You Seems To Be Insanity
(aka: "Where Do You Get YOUR Sense Of Achievement?")
Improving Interpersonal Communication Skills
Conflict In the Workplace—How To Stay Out Of "Office Politics"
Strategic Planning For Communications Leaders
Effectively Structuring Relationships With Police Services
Effective Recruiting & Retention Techniques
What To Do About "Disgruntled" Employees
... and much, much more!

TUITION:

\$300 for the 3-day program; includes all course materials. Discounts for multiple registrations. Check with our office for discount opportunities.

TO REGISTER:

Register On Line At: <http://www.theresultsgroupltd.com>

Or

Download the registration form.

Then

Fax your registration form to us at 541/354-9964, or emailing your completed registration form as an attachment to Registration@TheResultsGroupLtd.com.

PAYMENT:

The Results Group, Ltd. accepts VISA or Mastercard as well as personal checks. If you would like us to bill your agency, please provide the appropriate contact information. All payments are due prior to the class date. Cancellations will receive a credit for attendance at a future class, less a \$50 processing fee.

The Results Group, Ltd.

3519 Lippman Road—Hood River, Oregon—97031

CHECK OUT LAW ENFORCEMENT TRAINING & CONSULTING SERVICES OFFERED BY THE RESULTS GROUP, LTD. AND OUR RESULTS AFFILIATES!

The Executive Academy
The Sergeants' Academy
The Effective PIO Academy
The Line Employee Academy

Conflict Resolution For Law Enforcement Supervisors
How To Deal With Employees With At Risk Behaviors
Annual Leadership Excellence Conference
So You Want To Be A Sheriff? (How To Manage An Effective Campaign)

.... And many, many more!

<http://www.TheResultsGroupLtd.com>

TRAINING SITE

Kennewick Police Department

211 W 6th Avenue
Kennewick, Washington

HOST AGENCY

Kennewick Police Department

DATES

July 18—20, 2012

CLASS TIMES

0800 hours—1700 hours
(with breaks and one hour for lunch)

WHO SHOULD ATTEND

Communications Directors

Dispatch Supervisors

Dispatchers Seeking
Promotion To Supervisor

Law Enforcement Leaders

Elected & Appointed Officials
From City Government

User Board Members

**QUALIFIES FOR 24 HOURS
THROUGH OREGON DPSST,
WASHINGTON CJTC, IDAHO POST,
MONTANA POST, UTAH POST AND
WYOMING POST**