

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)

November 5-7, 2012

Sponsored by the Tumwater Police Department

Course location: 801 88th Avenue SE Tumwater, WA 98501

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: \$390 per person

Registration: Complete the enclosed registration form and fax to 814-863-3108, or mail to the Penn State Justice and Safety Institute.

Visit our website at www.jasi.outreach.psu.edu for more program information, future training schedules, registration forms, and our police program newsletter.

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**Penn State Justice and Safety Institute
POLICE PROGRAM REGISTRATION FORM
High Impact Supervision (HIS)
November 5-7, 2012**

Sponsored by the Tumwater Police Department, Tumwater, WA

Last Name	First Name	Middle Initial	Date of Birth
Title		Company or Organization	
Business Address		City	State ZIP Code
Business Telephone	Fax	Registrant's E-mail Address (confirmation will be sent via e-mail)	

Registrant's E-mail Address (if additional space is needed) SS

If additional confirmations are necessary, please include additional e-mail addresses.

The Penn State Justice and Safety Institute is sensitive to the increase in unwanted e-mails. If you prefer not to receive our newsletter and upcoming class schedule, please e-mail psujusticeandsafety@outreach.psu.edu. We will remove your e-mail address from our mailing list as soon as possible.

REGISTRATION DEADLINE: 14 DAYS PRIOR TO FIRST DAY OF CLASS

JASI Cancellation Policy: *In the event that a registered student fails to appear at a scheduled class or fails to notify us of the cancellation in writing prior to the start of the class, that person/organization will be responsible for his/her tuition for the class.*

- High Impact Supervision – Nov. 5-7, 2012 - \$390/person

Method of Payment (full payment must be made prior to the first day of class)

- Check enclosed for amount indicated, payable to Penn State
- Check to follow (must be submitted prior to first day of class)
- Purchase order to follow
- Please invoice
- Purchase Order # _____ enclosed, payable to Penn State
- Credit Card (*Credit card charges cannot be processed without signature and expiration date*)
- MasterCard Visa American Express Discover

Cardholder's Name (please print)	Cardholder's Signature	Card Number	Exp. Date
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To receive a receipt for the credit card charge, please provide an email address: _____

Penn State Identification Number or Social Security Number _____

The Social Security Number (SSN) you provide for enrollment purposes, or when requesting specific services, will be used by the University to verify your identity for official record keeping and reporting. If you choose not to supply your SSN, certain services, such as transcripts, enrollment verification, tax reporting, financial aid, and other services may not be available to you, and Penn State cannot guarantee a complete academic record for you. Your SSN will be stored in a central system and only used for official reporting and record keeping. It will not be used as a primary source to identify you within the Penn State system; your PSU ID will be used as the primary identifier.

Send To: Penn State Justice and Safety Institute, The 329 Building, Suite 222, University Park, PA 16802-7013

Telephone: 814-863-0079, Fax: 814-863-3108

For program information, newsletter, and training schedule, visit <http://www.jasi.outreach.psu.edu> or call 814-863-0079.