

Exceptional Service In The Public Sector

June 6, 2013 8:00am - 5:00pm

at the Spokane County Sheriff's Office Training Center

10319 E. Appleway, **Spokane, WA**

(Sponsored by Spokane County Sheriff's Office)

Cost: Only \$99

when you register via website: **www.code4.org**

register via phone 800-622-9391 & cost is \$109 (Save \$10 when you register on-line)

Cost includes course certificate (for CEU's or training files) & handout - Group discounts (10 or more)

Attendance certificates for Washington attendees will be provided and

POST training rosters will also be available for Idaho attendees.

Instructor:

Robert White has been involved in public safety work since 1975. He has worked extensively in law enforcement including service in patrol, investigations, support services and PIO, and he rose to the level of Deputy Chief prior to his retirement. He was also cross trained during his career as firefighter.

Mr. White is a graduate of Northern Arizona University, the FBI National Academy and a certified Master Instructor for the International Association of Chiefs of Police.

He instructs across the United States and Canada on such topics as Emotional Survival, Stress Management, Customer Service, and Leadership.

Intended Audience:

This course is excellent training for anyone working in public safety, criminal justice or government service including:

- Law Enforcement
- Fire Services
- Probation, Corrections, Dispatch
- Private/Public Investigators
- Campus & Airport Safety Staff
- Liquor, Gaming, Lottery Staff
- Licensing Staff
- Security & Court Staff
- Inspectors, Examiners, Auditors
- Public Utilities Workers
- Public Works Staff
- City, County, State & Federal Staff
- Parks, Rangers and Support Staff
- Emergency Managers
- Records Clerks & Support Staff
- Volunteers, Reserves
- Front Desk Personnel

Course Content:

- Moments of Truth
 - How actions affect performance
- Avoiding Confrontation
 - Understanding human traits
- Stagnation
 - Obstacles to professionalism & Service
- Us vs. Them
 - Singular attitude and service
- Recovery Strategies
 - What to do when we make a mistake
- Dealing with the Angry Person
 - Becoming an ally not their enemy
- Identifying Good Service
 - The traits of great service
- Expectations
 - What do people expect from us
- Coffee Stains
 - Fair or untrue perceptions - important
- Identifying The Customer
 - We get busy and forget who we work for



Code 4 Public Safety Education Association, Inc. (a non-profit 501(c)(3) Assoc.)

Phone: 541-245-0703 Fax: 541-732-1829 Tax ID #93-1248059

Make checks payable to "Code 4" - 711 Medford Center #265, Medford, OR 97504

See our new website and on-line training at **www.code4.org**