

# MIDDLE MANAGEMENT



**Course Description:** This 40 hour course is for the Law Enforcement or Correctional Officers in a supervisory or management position and is designed to enhance and build on basic skills, knowledge and ability for developing leadership skills necessary for successful performance in the criminal justice field.

**Course Objectives:** At the end of this program, students should be able to:

- Understand the middle manager's role and responsibilities to ensure the success of the organization
- Identify the general principles of leadership, including personal style of leadership and how this style influences and motivates subordinates
- Provide techniques for effective decision making, problem solving, and delegation
- Use appropriate, clear, and effective communication in all levels of the organization
- Understand the public records laws and the responsibilities of the middle manager in creating and maintaining positive media relations
- Understand agency liability, potential risks, and the responsibilities of middle managers
- Understand the role of the middle manager in setting the organizational climate for ethics and integrity
- Understand the various processes, techniques, and methods for planning and implementation by middle managers
- Examine information related to the budgetary process and identify methods for managing expenditures in the operation of a criminal justice agency
- Understand the relevant factors in the development of and compliance with agency policy
- Understand the methods and processes related to performance appraisal, development, counseling, positive reinforcement, discipline and labor relations



**Who Should Attend:**

- Agency Supervisors

**Instructor:** Troy Bankert is an adjunct instructor with Broward College Institute of Public Safety. Troy is a retired Chief of Police for the York City Police Department in York, Pennsylvania. Troy has over 20 years of law enforcement experience as well as 5 years military experience servicing in the United States Air Force.

**Fees:** None for certified officers and qualified support staff.

**End of Course Examination:** CJSTC Rule 11b35.001 9(b): A student enrolled in a Commission-approved Advanced or Specified Specialized Training Program Course shall achieve a score of no less than 80% on the written end-of course examination. A student enrolled in a Specialized Instructor Training Course shall achieve a score of no less than 85% on the written end-of-course examination, exclusive of demonstration of any proficiency skills.

**Attendance:** Attendance at the initial class is mandatory. All students must adhere to the attendance requirements of the Criminal Justice Standards and Training Commission and the Rules, Policies and Procedures of the Institute of Public Safety.

**Dress Policy:** Your department's authorized training uniform. Law enforcement personnel not in uniform that are carrying exposed firearms must prominently display agency ID and/or badge at all times while on college property.

**This course is applicable to either Mandatory Retraining or Salary Incentive; Federal I.D. #59-1216107.**