



Law Enforcement Training Advisory Commission

840 S. Spring Street, Suite B • Springfield, IL 62704

Phone (217) 726-7014 • Fax (217) 726-7833 • Email letac@mtu10.com • Website www.letac.org

Robert S. Crouch, Director

TELECOMMUNICATOR SUPERVISOR TRAINING

June 14-15, 2018

8:00 a.m.-4:00 p.m.

Richland Community College

NSEC Building, Classroom S22

Decatur, IL

Instructor: Jan Mirikitani has been a contractor trainer and consultant for the Justice Department since 2000. Jan began training law enforcement officers in 1989, and has trained command staff, supervisors, field trainers, line officers, recruits, and telecommunicators. She has been training at the St. Louis County & Municipal Police Academy for eighteen years, at the St. Louis Metropolitan Police Department for 7 years, and for the Southwestern Illinois Law Enforcement Commission since 2000. Jan wrote and teaches four trainer-the-trainer schools. She has been a conference speaker for U.S. Probation, U.S. Bankruptcy Court, the Department of the Interior, the American Society of Industrial Security, IL Sheriffs Conference, D.A.R.E. America, LETSAC, MO Juvenile Case Workers, Division of Family Services, the University of MO and University of Wisconsin Extension Centers, to name a few.

Course Description: This program defines leadership influence & the differences between leadership, management, & supervision. It discusses four leadership styles & how each is used effectively, depending upon work goals & circumstances. It clarifies the assertive communication skills necessary for clear delegation & 360-degree follow-up. It identifies toxic aggressive communication patterns & behaviors that contribute to workplace harassment & hostile work environment, & the Supervisor's role & duty.

It discusses a Supervisor's responsibilities for keeping their Commander apprised. Participants will practice assertive coaching, correction, & written documentation based on Supervisor observation, regular video tape review, & de-briefing. It provides tools for conflict resolution between employees.

This course addresses how tele-communication supervisors are responsible for how their subordinates

Illinois Law Enforcement Training & Standards Board Mobile Team Unit #10

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interact on the phone & radio with the public at large, elected officials, municipal employees, fire, ambulance, & outside municipality officials. It addresses the Supervisor's role in how their employees interact with agency Officers, Supervisors, & Command. This course discusses morale & motivation, & how leading from the front impacts both.

Learning Objectives: Tele-communicator supervisors will be able to discuss:

1. How supervision, management, & leadership differ.
2. Verbal & nonverbal assertive communication skills
3. Aggressive toxic employee communication patterns & behaviors
4. Supervisor role in disallowing workplace harassment & hostile work environment
5. Methods for 360-degree assignment delegation
6. How to earn trust & credibility impacting employee morale
7. Ways to develop the leader within you
8. What it means *to lead from the front*

Non-Member Tuition: \$160.00. Non-Member tuition shall apply to civilians, officers from State/Federal agencies, and officers from Local Law Enforcement agencies which are not a member of any MTU. Tuition will be invoiced to departments upon course completion. If a pre-registered student from a Non-Member agency fails to attend training, and the agency fails to provide advance notice within 7 days of the start date of that class, the agency will be invoiced the entire amount of the student's tuition.

To Register: Email registration to register@letac.org. You may also fill out and submit our online registration form through the website at www.letac.org or call 217-726-7014 to register by phone (be sure to include all pertinent information). MTU #10 local member department officers will be given registration preference until seven days prior to the date of class. After that date, registrations will be taken on a first-come, first-served basis, regardless of MTU status. We cannot accept registrations from individual officers. All registrations must go through your Chief, Sheriff, or department training office, even if you are attending class on your own time.

Cancellation: If a class must be canceled for any reason, every effort will be made to do so at least 2 weeks before the class is scheduled to begin. However, there are circumstances where last minute cancellation is out of our control. All officers who have been registered for training will be contacted at the email address given at registration, so please be sure to provide an email address which is checked often. Cancellations will also be posted to our mailing list and our Facebook and Twitter accounts.