



IMPROVING POLICE PERFORMANCE

BUILD YOUR REPUTATION BY INTENT, NOT BY ACCIDENT

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Internal Affairs cases, damage claims, consent decrees and poor morale are not the natural consequences of good police work, but they remain the frequent consequences of poor police work. Fortunately, you can do things to mitigate and prevent the performance that brings costly re-work, frustration and damaged reputations. It's called auditing. Auditing helps police departments avoid the iceberg before impact. The 21st century police mandate is the same for everybody: **identify, measure and improve performance**. Stop the cycle of anxiety and worry that drains resources and keeps your agency from doing its best. Audit your performance now before someone else does it for you.

Improving Police Performance is intended for police managers and concerned staff who want to identify significant performance issues and correct them before they corrupt your relationship with the public. By the time a complaint is filed, it is often too late. When a cell phone video hits social media, your best opportunity is gone. The police are trained and paid to do it right the first time. The public has a right to expect it. It can be done. This course is the roadmap to do just that. Each participant will learn:

- ◆ *How to transform the red flags of poor police performance into new standards of competence*
- ◆ *How to identify the elements of police culture that drive outcomes and what to do about them*
- ◆ *How to use the audit as a tool to improve morale, protect jobs and build trust with your community*
- ◆ *How to build your team around right ethics, right actions, and right relationships*
- ◆ *How to write a compelling audit document with strategic direction and hope*

Your instructor is Mark J. Wittenberg. Mark is a veteran police manager, California POST Consultant and independent police auditor with more than 25 years of experience facilitating learning, conducting audits and helping police departments create professional standards. Upon completion, attendees will have the tools and the confidence to assess key performance areas and develop recommendations that have long term impact.

Course Date and Time: February 22-24, 2023/ Class runs from 8:30 a.m. to 4:30 p.m. each day.

Location: Redmond Community Center at Marymoor Village, 6505 176th Ave., NE Redmond, WA 98052

Registration Fee: \$450.00: Payable by check, credit card in class or credit card by phone

Contact Mark @562 -619-4545 for more class information.

Sign up via e-mail: mark@markjwittenberg.com.

Questions re: lodging, etc. may be directed to Sgt. Tell @ CTell@Redmond.gov.