



Cristando House, Inc.

Criminal Justice Consultants - Est. 1980

Civilian Police Leadership

-Online via Zoom-

POST certified, plan IV (9010-43142) - Tuition \$125

Civilians are a growing segment of the law enforcement community and play an increasingly important role in the leadership and supervision of their departments. Designed for civilian managers, supervisors and potential supervisors, this course will introduce participants to the contemporary leadership philosophies and concepts necessary for effective leadership in today's law enforcement agencies. Topics covered in the course include developing a clear and compelling purpose or vision for their unit, aligning that vision or purpose to the overall department mission and developing a high performance team. In addition, participants will also examine methods and strategies to raise the performance bar. The course is highly interactive and emphasis is placed on the practical application of the covered material. The in-person and online versions of this course have been delivered to personnel from well over 200 California, Nevada, Arizona, Colorado, New Mexico, Oregon, Utah and Wyoming law enforcement agencies.

Welcome, Introductions and Course Overview

“Listen, Learn...then Lead”

- ✓ Changes in the Environment
- ✓ Changes in the People
- ✓ Changes in the Technology

Leadership Philosophies and Styles

- ✓ Servant Leadership
- ✓ Transformational vs. Transactional Leadership
- ✓ Situational Leadership

Raising the Performance Bar

- ✓ Counseling and Discipline
- ✓ Managing Unhappy Employees
- ✓ The Right Way to Hold People Accountable

Developing a High Performance Team

- ✓ The Five Dysfunctions of a Team
- ✓ Methods and Strategies to Improve Dysfunctional Teams

Managing Change and Transition

May 23-24, 2023

0900-1300 (PDT)

Online via Zoom

Registration:

www.cristandohouse.com

Instructor

Joseph Cristando serves as the president of Cristando House, Inc. Since joining the firm in 2003, his duties have included leadership, management and supervisory development; team building and strategic planning; customized training design and delivery; and the completion of patrol workload studies and management/organizational reviews. He has presented at various regional and statewide law enforcement conferences. The majority of his clients are municipal police departments, probation departments, sheriff's departments and district attorney's offices in California, Nevada, Colorado and Arizona. In addition to his work with sworn personnel, he has completed numerous leadership development, strategic planning and team building projects with civilian law enforcement professionals. He is also responsible for the management and marketing of the firm.

What others are saying about the class:

"Thank you for one of the best classes I have taken over the past 20 years. I know it was online but the content and the message was incredible. I wish I could have taken the face to face class but you had a huge influence on me."

"This is the best leadership class I've taken. The speaker is clearly a subject matter expert on this topic. Class was very interesting."

"I enjoyed every single minute of this course. I have never been able to attend a training geared specifically for civilian leaders before; and this one is fantastic. I will recommend this class for all the civilian supervisors in my organization."

"This is the best supervisory class I have attended."

"I've taken many classes for work that were fluff- interesting but not useful. This was very useful, specific and something I can implement immediately."

"This class gave me the tools to expand my leadership. I feel better prepared to lead my group, challenges and all."

During his first five years at the firm, much of Joseph's time was spent identifying emerging best practices in law enforcement management and integrating these findings into the training and consulting the firm does through California and Nevada POST. This original research has led to substantial organizational change and improvement in dozens of municipal police departments.

Prior to joining the firm, he worked in marketing and management positions at several large nonprofit organizations including the American Red Cross where he served as a liaison between that organization and police and fire personnel during disasters. Previously, Joseph worked for the San Joaquin County District Attorney's office where he was instrumental in the development of a comprehensive training program for gang experts. He also served as a special assistant to a Councilmember in the City of Fresno and as assistant campaign director for a mayoral campaign in a large California city.

He earned an executive certificate in business management from Pepperdine University and completed his BA degree in Organizational Communication from California State University, Fresno.

For nine years, Joseph volunteered as a pro bono consultant with the Taproot Foundation in San Francisco where he lead numerous competitive and collaborative analysis and strategic planning preparation projects with local and national nonprofit organizations.

Questions or Additional Information:

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www.cristandohouse.com