

**Course Outline**

**COURSE:** JLE 103                      **DIVISION:** 50                      **ALSO LISTED AS:**

**TERM EFFECTIVE:** Fall 2016                      **CURRICULUM APPROVAL DATE:** 02/22/2016

**SHORT TITLE:** SUPERVISOR UPDATE

**LONG TITLE:** Supervisor Course Update

<u>Units</u>	<u>Number of Weeks</u>	<u>Type</u>	<u>Contact Hours/Week</u>	<u>Total Contact Hours</u>
.5 TO 1	17.5	Lecture:	.34 TO .8	5.95 TO 14
		Lab:	.57 TO 1.48	9.98 TO 25.9
		Other:	0	0
		Total:	.91 TO 2.28	15.93 TO 39.9

**COURSE DESCRIPTION:**

Provides law enforcement and correctional supervisors to develop and refine their leadership skills. Students will review how to apply basic leadership knowledge, communication skills, team building, conflict management, legal responsibilities, stress management, workplace diversity, sexual harassment, performance skills, briefing skills, and situational decision-making in order to obtain the highest level of performance and accountability. This course will be updated regularly for currency according to POST and California Corrections Standard Authority.

**PREREQUISITE:** POST certified basic law enforcement academy or equivalent as determined by the Dean of Academy Instruction.

Note: Approval of equivalent training is not a guarantee state regulatory or licensing agencies will also grant equivalency.

Prior to beginning this course students must already be familiar with, and be able to demonstrate all of the skills listed below. These will not be taught in the course; rather they will be the starting point for advanced officer training that builds upon them. These minimum knowledge and skill levels are regarding:

1. Officer safety
2. Proper and safe tactical movement
3. Proper and safe arrest and control technique
4. Proper and safe ground fighting technique
5. Proper and safe handling and use of chemical weapons
6. Familiarity with Leadership, Professionalism and Ethics
7. Familiarity with Penal codes used in policing
8. Familiarity with Vehicle codes used in policing
9. Familiarity with Health and Safety codes used in policing
10. Familiarity with Welfare and Institution codes used in policing.
11. Effective verbal communication used in policing
12. Effective non-verbal communication used in policing
13. Familiarity with case law pertinent to policing
14. Proper CPR technique
15. Proper first aid technique

**PREREQUISITES:**

Completion of JLE 100, as UG, with a grade of C or better.

**COREQUISITES:**

CREDIT STATUS: D - Credit - Degree Applicable

**GRADING MODES**

L - Standard Letter Grade

REPEATABILITY: N - Course may not be repeated

**SCHEDULE TYPES:**

02 - Lecture and/or discussion

03 - Lecture/Laboratory

04 - Laboratory/Studio/Activity

**STUDENT LEARNING OUTCOMES:**

1. Students will apply the importance of verbal and non-verbal communication skills, the art of listening and the process of information.

Measure: Student application of expected skills, practical exercises

ILO: 2,3

2. Describe methods of documenting employee performance and techniques of delivering feedback.

Measure: class exercise, exam

ILO: 2,3

3. Evaluate conflict resolution skills and recognize the importance of applying them.

Measure: exam, Evaluation of participation in role playing

ILO: 2,3

**CONTENT, STUDENT PERFORMANCE OBJECTIVES, OUT-OF-CLASS ASSIGNMENTS**

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2-8 Hours

**CONTENT:****I. Role of the Supervisor****A. Differences between management and leadership**

1. Management: is defined as the process of working and through others to accomplish organizational goals

2. Leadership: is defined as any attempt to influence the behavior of another person or group for any reason

**B. Leadership**

1. How people are managed effectively

2. Leadership strategies you can use to increase productivity

3. Specific skills to assist you in matching your leadership style to the needs of the people

**C. Duties****D. Supervisory Traits**

1. How your behavior affects others

2. Understand, respect, appreciate, and value individual differences

3. Adapt styles
4. Accomplishing tasks by improving your relationships with others
5. Personal and Organizational Values
- E. How does a SGT get power?
  1. Expertise & experience
  2. Control of information
  3. Personal influence
  4. Authority from position
  5. Ability to reward
  6. Connections
  7. Ability to punish

STUDENT PERFORMANCE OBJECTIVES (SPO): Student will identify and demonstrate leadership strategies to increase productivity and employee performance awareness.

OUT-OF-CLASS ASSIGNMENTS: Reading assignment

2-4 Hours

CONTENT:

## II. The "DiSC" Profile

### A. Discuss How DiSC relates to supervision

1. D - Dominance
2. I - Influencing
3. S - Steadiness
4. C - Conscientiousness

### B. Adapt styles to situation

1. Back away from YOUR style, as necessary
2. Play to your strengths
3. Understand and accept others' styles
4. Use others' strengths

SPO: Define "DISC" , and articulate how it relates to supervision.

OUT-OF-CLASS ASSIGNMENTS: written evaluation

6-8 Hours

CONTENT:

## III. Ethical Decision-Making

### A. Ethics is a code of values which guides our choices and actions and determines the

purpose and course of our lives

### B. Standards of ethical policing

1. Fair access
2. Public trust
3. Safety & security
4. Teamwork
5. Objectivity

## IV. Briefing

### A. Discuss student briefing assignment (divide class into pairs)

1. Student briefing exercises - daily
2. Get acquainted
  - a. Discuss tactics to get acquainted with newly assigned subordinates
  - b. What do you want to know?

c. How are you going to find out?

SPO: Demonstrate ethical decision making during class exercises.

OUT-OF-CLASS ASSIGNMENTS: Reading assignment

4-8 Hours

CONTENT:

V. Critical Incidents

A. Critical incident tactics (team challenge)

1. Custody incident
2. Domestic violence, lost weapon, officer shot
3. "Suspicious package" - potential pipe bomb
4. Vehicle/foot pursuit; barricaded suspect w/hostage
5. Human side of critical incident management
6. Documentation

VI. Legal Issues of Supervisors

A. Vicarious liability

VII. Counseling

A. Counseling techniques

1. Counseling practice
2. Fact-finding or investigation
3. Performance feedback
4. Teaching or development
5. Personal support

B. Live counseling sessions

SPO: Demonstrate counseling techniques during scenarios.

OUT-OF-CLASS ASSIGNMENTS:

2-12 Hours

CONTENT:

VIII. Employee Discipline

- A. What is the purpose of employee discipline?
- B. What are the "discipline" options available to supervisors?
- C. Performance improvement plan (P.I.P.)

1. Performance improvement plan interview
2. Implementing plan
3. Follow-up counseling
4. Performance evaluations
5. Employee improvement plans

IX. Sexual Harassment

A. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
2. submission to or rejection of such conduct by an individual is used or is threatened to be used as the basis for employment decisions affecting such individual, or;
3. Such conduct has the purpose or effect of interfering with any individual's work performance or creating an

intimidating, hostile, or offensive working environment

X. Grievance Procedures

SPO: Describe methods of documenting employee performance and techniques of delivering feedback.

OUT-OF-CLASS ASSIGNMENTS: Create a performance improvement plan.

**METHODS OF INSTRUCTION:**

Lecture

Group discussion with facilitator

audio visual presentations and

practical field situations

**METHODS OF EVALUATION:**

CATEGORY 1 - The types of writing assignments required:

Percent range of total grade: 20 % to 25 %

Written Homework

Reading Reports

CATEGORY 2 -The problem-solving assignments required:

Percent range of total grade: 25 % to 35 %

Homework Problems

Quizzes

Exams

CATEGORY 3 -The types of skill demonstrations required:

Percent range of total grade: 30 % to 45 %

Class Performance/s

Performance Exams

CATEGORY 4 - The types of objective examinations used in the course:

Percent range of total grade: 20 % to 30 %

Multiple Choice

True/False

**REPRESENTATIVE TEXTBOOKS:**

not applicable.

**ARTICULATION and CERTIFICATE INFORMATION**

Associate Degree:

CSU GE:

IGETC:

CSU TRANSFER:

Transferable CSU, effective 199970

UC TRANSFER:

Not Transferable

**SUPPLEMENTAL DATA:**

Basic Skills: N

Classification: Y

Noncredit Category: Y

Cooperative Education:

Program Status: 1 Program Applicable  
Special Class Status: N  
CAN:  
CAN Sequence:  
CSU Crosswalk Course Department: JLE  
CSU Crosswalk Course Number: 103  
Prior to College Level: Y  
Non Credit Enhanced Funding: N  
Funding Agency Code: Y  
In-Service: N  
Occupational Course: B  
Maximum Hours:  
Minimum Hours:  
Course Control Number: CCC000525669  
Sports/Physical Education Course: N  
Taxonomy of Program: 210500