



**ENHANCING CLERICAL
&
OFFICE STAFF SUPPORT PERSONNEL JOB SKILLS**

November 20, 2017

**Novi Police Department
45125 W. 10 Mile Rd.
Novi, MI 48375**

Time: 8:30 am - 4:30 pm

Cost: \$160 per person

This is a one-day seminar designed for personnel who are employed within law enforcement agencies, who serve as clerical support, administrative assistants, or various other support roles. The seminar has as its goal to increase attendee's job efficiency, as well as relationships with supervisors, co-workers and the public. Even though this seminar is designed for personnel within law enforcement agencies, the information *has an application for support personnel in other governmental departments such as finance, code enforcement, etc.*

The seminar will look at the many important roles that support personnel have, which contribute to the success of their organizations goals and objectives. Included in the seminar, attendees will be exposed and learn:

- (1) their role within the organization and how they contribute to the overall goals of the organization;
- (2) the importance of knowing what the administrator/supervisor expects;
- (3) recognizing the significance of understanding the community dynamics and influence actors;
- (4) how to deal with disgruntled and angry citizens, and ways to ease tempers and tensions;
- (5) what internal forces create pressure and tension within an organization;
- (6) when you should or shouldn't speak for the chief/director;
- (7) ways to improve your verbal communications skills, and words that can calm or increase tensions;
- (8) how to handle ethical dilemmas;
- (9) what liability issues may impact your position;
- (10) about ways to handle confidential matters/information; and
- (11) some basic conflict resolution techniques.

Instructor:

Chief (Ret.) Phil Ludos

Chief Ludos began his police career in 1970, having held assignments as a detective, undercover investigator, motorcycle officer, mountain bike officer, training officer and has served as a police chief for five departments. He also served as a city manager and assistant city manager. In addition, his military career included a variety of assignments and he left the military as a Captain after serving from 1966 thru 1972 during the Viet Nam war. He has authored numerous articles and has instructed at the University and College level since 1977; including the University of Michigan and Concordia University in Ann Arbor Michigan. He is a former Team Leader of Commission for Florida Law Enforcement Accreditation, Inc. He is currently a training consultant.