



AUDITING PUBLIC SAFETY

Identify, Measure and Improve

What Needs to be Examined and Improved in Your Agency?

Internal Affairs cases, damage claims and consent decrees are not natural consequences of good police work, but they have become all too frequent consequences. Fortunately, you can do things to mitigate and prevent performance that brings re-work, frustration and damaged reputations. It's called auditing and it is not something that must be done by outside investigators **after** one incident or a series of systemic failures. You can develop the skills to initiate on-going audits of your agency's most impactful behaviors. Auditing can help your agency avoid the iceberg **before** impact.

Stop the cycle of anxiety and worry that drains resources and keeps your agency from doing its best. Audit your public safety performance before someone else does it for you. *Auditing Public Safety* is a 24-hour seminar intended for public safety managers and concerned staff who want to identify significant performance issues before they become damage control nightmares. Public safety is paid to do it right the first time, trained to do it right the first time and expected to provide service right the first time. This course is the roadmap to do just that. We will explore and analyze:

Prepare, Prevent and Perform

- ◆ *The five red flags of poor performance*
- ◆ *The four elements of culture that drive outcomes*
- ◆ *The three things you can do now to improve morale, protect jobs and build trust with your community*
- ◆ *How to identify agency culture and its consequences*
- ◆ *How to develop an audit scope, methodology and recommendations*
- ◆ *How to write a compelling audit document with strategic direction and hope*

Your instructor is Mark J. Wittenberg. Mark is a veteran public safety manager, auditor and team builder with more than three decades of experience facilitating learning, conducting audits and helping agencies create professional processes and standards. Mark's goal is for all students to get the tools and the confidence to assess key performance areas and improve performance.

Course Date: February 24-26, 2025. Hours: 0830 to 1630 hrs.

Location: City of Lacey Community Center, 6729 Pacific Ave. SE, Lacey, WA 98503

Registration Fee: \$450.00 payable at the door by check or credit card

Contact Mark J. Wittenberg at 562-619-4545 for more class information.

Sign up online via email at: mark@markjwittenberg.com.

For more information on hotels, etc. contact Sgt. Napoleon Parker 111 @ 360-459-4333 or N. Parker@cityoflacey.org