



IMPROVING PUBLIC SAFETY

Only Good Performance Builds Trust

Internal Affairs cases, damage claims and consent decrees are not the natural consequences of good police work, but they are a frequent consequence. You can mitigate and prevent performance that brings re-work, frustration and damaged reputations. **By identifying, measuring and improving existing performance, you can avoid the iceberg before impact.** Stop the cycle of anxiety, worry and low morale that drains resources and keeps your agency from doing its best. Improve your performance before someone else defines it and does it for you.

Prevention First, Not Containment

Improving Public Safety is a 24-hour seminar intended for public safety managers, city staff and concerned personnel who want to start improvement now. It can be done. We will learn how to do it. When a cell phone video hits social media, your best opportunity is gone. 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 three, part prevention statement should drive us. This course is the roadmap. We will explore and analyze:

- ◆ *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*
- ◆ *How to determine what to keep, what to start and what to stop...now.*

Your instructor is Mark J. Wittenberg. Mark is a veteran POST instructor, auditor and team builder with more than three decades of experience facilitating learning, conducting audits and helping agencies create professional processes and standards. He has worked across the country in the areas in which public safety often only gets one chance to do it right. Mark's goal is for all students to get the tools and the confidence to assess key performance areas and improve.

“As of this moment, stop doing less than excellent work”

Thomas J. Watson

Course Date: May 7-9, 2024. Hours: 0830 to 1630 hrs.

Location: Burbank Fire Training Center, 1845 N Ontario St, Burbank, CA 91505

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

Contact Mark at 562-619-4545 for more information.

Sign up online via email at: mark@markjwittenberg.com. This is a non-POST reimbursable class.

* For more information on hotels, etc. contact Capt. Denis Cremins at dcremins@burbankca.gov