



ICLD COURSES FOR PSAP PERSONNEL PER TRAINING STANDARDS

Available on www.mnlet.org at no cost to sheriff's personnel
or fee based (\$250) for non-sheriff personnel.

On the MNLET site, you will have the opportunity to receive a PSAP Telecommunicator Education certificate if you complete all these courses. Individual certificates are also available.

Active Listening – MN POST CREDIT ONE HOUR

As professionals, particularly in the law enforcement profession, we use communication as a primary tool to perform our duties. One of the most important aspects of communication is listening to what is being communicated, but we don't receive a great deal of training regarding effectively receiving the message. This module is designed to provide law enforcement professionals with training regarding the importance of actively listening and receiving the message that is being communicated to them. This skill is so critical that without it law enforcement professionals and their agencies are exposed to potential misunderstandings that can be disastrous and very difficult to recover from.

Effective Communication – MN POST CREDIT ONE HOUR

The process of effective communication is so important to a leader that it must be a primary function in the development of leadership skills. You see, if a leader cannot effectively communicate his/her message or vision to those who will be responsible for carrying it out, they cannot possibly be effective as a leader. This module is designed to explain the importance of competent communication and stress the fact that effective leaders must be effective communicators who understand that communication is a process whereby an individual influences others through successfully communicating their message to achieve a shared goal.

Leadership & Ethics – MN POST CREDIT FIVE HOURS

This module addresses one of the most essential characteristics of a leader, Ethics. A leader who is not ethical, particularly in the law enforcement profession cannot effectively lead other ethical law enforcement professionals. In this module Dr. Trautman will identify the main causes of unethical behavior in law enforcement organizations and how it can be effectively combatted.



Leadership & Change – MN POST CREDIT ONE HOUR

This module provides students with an in-depth look at why change can be so difficult, particularly in law enforcement organizations. It gives perspective on how change can benefit organizations and cautions against making changes just for the sake of change. The module also gives strategies to utilize when implementing necessary changes.

Generations – MN POST CREDIT TWO HOURS

This module focuses on Generations and the variety of them we now have in the workplace, as well as, within the communities that we serve. It is imperative for true leadership success that we are familiar with the different generations and understand how they think, their motivations and their work habits. You may be surprised by the diverse thought processes that each generation possesses.

Practical Emotional Intelligence – MN POST CREDIT TWO HOURS

This module addresses the importance of having a strong sense of emotional intelligence and its relationship to strong leadership. Emotional intelligence is critical in law enforcement both internally and with public interactions. The instructor defines emotional intelligence and its practical uses in law enforcement.

Proactive Communication – MN POST CREDIT TWO HOURS

This module addresses one of the most challenging aspects of law enforcement and public safety - the ability to proactively communicate with our employees, peers and the citizens that we serve. The instructor provides valuable insight into concepts, techniques and exercises that stress communicating proactively and in a manner that ensures true understanding.

Conflict Management – MN POST CREDIT TWO HOURS

If you think about it, most of what we deal with in law enforcement revolves around some type of conflict. Therefore, conflict management becomes a key component of accomplishing the law enforcement mission, whether there are external conflicts (outside the organization), or internal conflicts (within the organization). This module addresses conflict management and introduces students to techniques, processes and other solutions to address conflict.

Cultural Diversity – MN POST CREDIT ONE HOUR

This module focuses on cultural sensitivity and its importance to leadership, particularly in the law enforcement community. As law enforcement professionals we are obligated to provide responsive, effective, and equal services to all of the diverse cultural groups that we serve. This module provides insight into the barriers that often hinder us as individuals and organizations in



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providing these services in the manner intended. It stresses the need to understand the view points of the cultures we serve and to take a journey of self-discovery regarding our bias, prejudice and perception of these cultures.

Community Leadership – MN POST CREDIT TWO HOURS

As law enforcement professionals, we often give our all to our profession and neglect ourselves on a personal level and our personal community involvement. Our exposure to the negative aspects of mankind often leaves us jaded and affects our personal and professional balance. This can have an adverse effect on our personal life and leave us vulnerable to a number of emotional syndromes that set us up for eventual disappointment in both our professional and personal lives. This module discusses these potential concerns and provides guidance on how to avoid them and create a professional/personal balance in your lives.

Leadership & Customer Service – MN POST CREDIT TWO HOURS

This module introduces the concept of leadership as it relates to customer service both internally and externally. The instructor discusses the importance of developing leadership skills and providing exemplary customer service traits in all that you do. This is so significant to law enforcement because our customers are the citizens that we are sworn to serve and unlike customers in the commercial world they have to rely on law enforcement to provide excellent services regardless of the circumstances. Leadership sets the tone for how these services will be performed.

***Emotional Intelligence – MN POST CREDIT ONE HOUR**

In this module, we take a deeper look into Emotional Intelligence based on the book, "*Emotional Intelligence: Why It Can Matter More Than I.Q.*", by Daniel Goleman. The instructor summarizes the concepts discussed in the book and provides explanations on why practicing Emotional Intelligence is critical as a public safety and leadership skill.

For additional information or questions, please contact:

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