



# Cristando House, Inc.

Criminal Justice Consultants - Est. 1980

The New Patterns of Leadership

## Civilian Police Leadership

POST (9010-12230-19002) & STC (671-64246) Certified - Tuition \$200

Civilians are a growing segment of the law enforcement community and play an increasingly important role in the leadership and supervision of their departments. This two-day course, designed for civilian managers, supervisors and potential supervisors, will introduce participants to the contemporary leadership philosophies and concepts necessary for effective leadership in today's law enforcement agencies. Topics covered in the course include, developing a clear and compelling purpose or vision for their unit, aligning that vision or purpose to the overall department mission and developing a high performance team. In addition, participants will also examine methods and strategies to raise the performance bar and will identify techniques to more effectively manage the multi-generational workforce. The course is highly interactive and emphasis is placed on the practical application of the covered material. Since being developed in early 2016, this course has been delivered to personnel from over 125 California, Nevada, Arizona, Colorado and New Mexico law enforcement agencies.

### Day One

Welcome, Introductions and Course Overview

Personal Leadership and the Wooden Legacy

The Five Disciplines of Multipliers

“Listen, Learn...then Lead”

Leadership Philosophies and Styles

- Servant Leadership
- Transformational vs. Transactional Leadership
- Situational Leadership

Strategic Action Planning

- Goals and Objectives at the Unit Level

### Day Two

Raising the Performance Bar

- Improving the Performance Evaluation Process
- Counseling and Discipline
- Managing Unhappy Employees

The New Generation Employee: Challenge and Opportunity

Developing a High Performance Team

- The Five Dysfunctions of a Team
- Methods and Strategies to Improve Dysfunctional Teams

Managing Change and Transition

Putting It All Together: A Practical Application  
Mini Case Study

**Tracy Police Department**

**September 4-5, 2019**

**Registration:**  
[www.cristandohouse.com](http://www.cristandohouse.com)

## Instructor

**Joseph Cristando** serves as the president of Cristando House, Inc. Since joining the firm in 2003, his duties have included leadership, management and supervisory development; team building and strategic planning; customized training design and delivery; and the completion of patrol workload studies and management/organizational reviews. He has presented at various regional and statewide law enforcement conferences. The majority of his clients are municipal police departments, probation departments, sheriff's departments and district attorney's offices in California, Nevada, Colorado and Arizona. In addition to his work with sworn personnel, he has completed numerous leadership development and team building projects with civilian law enforcement professionals. He is also responsible for the management and marketing of the firm.

### **What others are saying about the class:**

*"This is the best leadership class I've taken. The speaker is clearly a subject matter expert on this topic. Class was very interesting."*

*"This is the best supervisory class I have attended."*

*"I've taken many classes for work that were fluff- interesting but not useful. This was very useful, specific and something I can implement immediately."*

*"This class gave me the tools to expand my leadership. I feel better prepared to lead my group, challenges and all."*

*"Bang up job! Could have done 3 days. Thanks for your expertise."*

*"Loved the videos. Loved the new material as I've been to several trainings on leadership and still learned a lot."*

*"Great course, should be mandatory for all managers/supervisors."*

*"Instructor had an exceptional ability to adapt training to feedback/discussion and then refocus on topics as needed."*

During his first five years at the firm, much of Joseph's time was spent identifying emerging best practices in law enforcement management and integrating these findings into the training and consulting the firm does through California and Nevada POST. This original research has led to substantial organizational change and improvement in dozens of municipal police departments.

Prior to joining the firm, he worked in marketing and management positions at several large nonprofit organizations including the American Red Cross where he served as a liaison between that organization and police and fire personnel during disasters. Previously, Joseph worked for the San Joaquin County District Attorney's office where he was instrumental in the development of a comprehensive training program for gang experts. He also served as a special assistant to a Councilmember in the City of Fresno and as assistant campaign director for a mayoral campaign in a large California city.

He earned an executive certificate in business management from Pepperdine University and completed his BA degree in Organizational Communication from California State University, Fresno.

Joseph also volunteers as a pro bono consultant with the Taproot Foundation in San Francisco and has completed several competitive and collaborative analysis and strategic planning preparation projects with local and national nonprofit organizations.

### **Questions or Additional Information:**

Joe Cristando

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**[www.cristandohouse.com](http://www.cristandohouse.com)**