



J.E. Judd & Associates Inc.

Supervisor and Coach Officer Training - Cost: \$800.00
4 Days Onsite

The Supervisor and Coach training is designed to meet the needs of both Special Constable and Security Officer applications. Supervisors plan, organize, direct and control security operations. They work and communicate with personnel over whom authority is exercised, convert written policies into tasks and, through delegation, influence human action to achieve the greatest combined effectiveness in getting work done.

Supervisors are required to meet a variety of legal responsibilities in performing their duties. This session will provide important legal requirements and accountability of which supervisors need to be aware.

Training within this course includes:

➤ **Role of Supervisor:**

- Leadership Style
- Performance Evaluation Reports and Techniques
- Complaints and Grievances
- On the job training
- Organizational Issues
- The transition to supervisor
- Supervisor and loyalty

➤ **Principles of Supervision:**

- Planning and Organizing
- Directing and Controlling:
- Delegating:
- Problem-Solving and Decision-Making:
- Training (“On-Job Training”)
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➤ **Legal Responsibilities**

- Understanding of the National Fire Code (NFC) Part 2 and Part 6.
- The responsibilities and duties of supervisors
- General requirements of applicable employee standards legislation
- General principles of occupational health and safety legislation, and their implications for supervisory responsibilities
- The principles of labour relations law
- The requirements of applicable provincial legislation, Human Rights Acts or such other wording of provincial legislation
- How to conduct an initial investigation and prepare reports
- The principles of civil liability and their implications

➤ **Ethics**

- professionalism and development
- maintenance of standards and regulations
- exemplary behaviour

The onsite course also involves a team project that will involve all candidates (working in groups) to apply the above learning outcomes to job specific situations. Candidates will prepare a proposal that has the highest probability of being successfully implemented dealing with a workplace issue.

Groups will discuss and document:

- 1 - the issue and the solution
- 2 - the nature and scope of the issue/problem,
- 3 - the number of people affected,
- 4 - the extent to which it occurs in the workplace, and
- 5 - the resources and tactics required to address the issue.

The proposal should address an issue or combination of issues in the following categories:

1. Occupational Health and Safety
2. Training and coaching including evaluating the performance of new recruits
3. Managing a diverse workplace
4. Ethical behaviour and standards
5. Emergency or crisis management
6. Life Safety and Security in a multi-building environment.