

Training Officer Express - Quick Training

Total Quality Management for the Officer

TQM provides performance monitoring, member participation, feedback, and pursuit of continuous improvement.

From	To
Motivation through fear and loyalty	Motivation through a shared vision
Attitude: "It's their problem"	"Ownership of every problem"
Attitude: "That's the way it has always been done."	"Continuous improvement"
Decisions based on assumptions and judgment calls	Decisions based on data and facts
Everything begins and ends with upper management	Everything begins and ends with those receiving services from the department
Crisis management and recovery	Doing it right the first time

Tips for Training Officers to Consider

Create training programs with goals and mission statement in mind.

Be willing to change and adapt based on community needs.

Institute modern forms of training such as technology

Do not rely on modern technological training to fill all of the department needs.

Examine the learnings of a different industry (military, manufacturing, sports)

Remove barriers from within department and encourage active participation of all members.

Create results based training programs – not numbers based training programs.

Teach for competency and not a test.

Provide objective-based feedback to members based on performance goals.

When you have it all figured out, ask what is next – continuous improvement.

