

About the course:



*“... meeting the challenge
of a changing human*

“Diversity, Sensitivity, Conflict Management and Team Building”

In order to meet the challenges of a changing human environment, public service agencies must become more aware of the basic differences between the diverse groups of citizens and employees they serve. They must also become more aware of the patterns of behavior that result from these differences and how to better interpret them. This eight- hour seminar will discuss human relations, value systems, and assumptions and how they are formed by various population groups. Interpersonal and intergroup relationships will be discussed and how they contribute to myths, stereotypes, prejudices and discrimination. Minimizing or preventing conflicts will also be discussed. In addition, team building will be addressed. Finally, liability responsibilities will be reviewed.

ABOUT THE TOPICS

Topics discussed during this eight (8) hour seminar will include the following:

1. Participants will be provided a greater awareness of the changes in demographics past, present and future. These demographics will be discussed in terms of their impact upon the nation, communities and public service organizations.
2. Value systems, assumptions and how they are formed by various population groups interacting with those who may not share their same values will be explored.
3. Participants discuss how offensive language, gestures, jokes and non-verbal communication can contribute to negative interpersonal/intergroup relations. Also discussed are how these actions contribute to myths, stereotypes, prejudices and discrimination.
4. Participants explore methods which can be utilized in preventing and responding to inappropriate remarks or behaviors when interacting with the public and organizational employees.
5. Team Building will be addressed, and liability responsibilities will be reviewed.

About the instructor:



Mr. William Healy was a career law enforcement officer for over 29 years. He retired from the Ohio Highway Patrol after serving for 25 years. While on the Patrol, he served for 5 years as a manager/ instructor at the Highway Patrol Academy. Mr. Healy has a Bachelor's Degree from Ohio University and a Master's Degree from Central Michigan University in General Administration. He currently serves as the Director of North Coast Polytechnic Institute. Mr. Healy is a graduate of the Southern Police Institute's Administrative Officer's Course at the University of Louisville. He has served as an instructor at the Northwestern University Traffic Institute (NUTI), the International Association of Chiefs of Police (IACP), the Ohio Attorney General's Conference on Law Enforcement, the Drug Enforcement Administration, and the Drug Interdiction Assistance Program. He is a life-time certified instructor with the Ohio Peace Officer's Training Council (OPOTC).



Other instructor still to be determined.

REGISTRATION INFORMATION

Name _____

Agency _____

Address _____

City _____ State _____

Zip _____ Phone _____

FAX _____ e-mail _____

**Registration Fee:
\$90.00**

____ Payment Enclosed

____ Bill Me (P. O. Number _____)

Visa Master Card Other _____

Card # _____ Expiration Date _____

Signature _____

Training Site

**Woman's Pavilion
(Lakewood Park)
14532 Lake Avenue
Lakewood, Oh 44107**



4 WAYS TO REGISTER:

On Line: www.ncpi-ohio.com

Mail: **Northcoast Polytechnic Institute
Attn: William D. Healy, Director
6688 Steinbeck Court
North Ridgeville, Oh 44039
Phone (440) 353-0796**

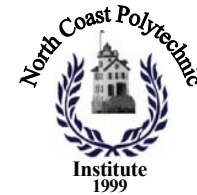
e-mail: info@ncpi-ohio.com

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FOR OFFICE USE ONLY
School No. _____ School : Diversity, Sensitivity
Lakewood PD
January 23, 2008

**For further training check:
WEB: www.ncpi-ohio.com**

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**Diversity,
Sensitivity,
Conflict
Management &
Team Building**

**Hosted by:
Lakewood Police
Department**

**Wednesday
January 23, 2008**

8:00 AM - 4:30 PM