

Two-Day Event!

June 17 & 18, 2014, Toronto

Inaugural

Lean Innovation for Law Enforcement

Transforming leadership and key practices for policing today and tomorrow

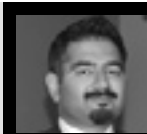
Workshop Included: Leadership Communication Best Practices: Facilitating Organizational Transformation Through Strategic Communication



Course Leader
Richard Batchelor,
Change Management & Strategic Human Resources



Course Leader
Nicole Bendaly,
Kinect, Inc.



Hassaan Basit,
Conservation
Halton



Eric Cousineau,
OCG Strategy
& Organization
Consulting Inc.



Renee Hannes,
Ontario
Provincial Police



Mike Laviolette,
Ottawa Police
Service



Gerry McNeilly,
Office of the
Independent
Police Review
Director



Chris Puhach,
Winnipeg Police
Service

participating organizations

Conservation Halton
Kinect Inc.
Leading Edge Group
Lean Six Sigma Canada
Ministry of Health & Long-Term Care
OCG Strategy & Organization Consulting Inc.
Office of the Independent Police Review Director
Ontario Provincial Police
Ottawa Police Service
Richard Batchelor Change Management & Strategic Human Resources
Winnipeg Police Service



Simon
Trevarthen,
Ministry of
Health &
Long-Term Care



Ed Welsh,
Lean Six Sigma
Canada.



John Whelton,
Leading Edge
Group

who should attend

Senior law enforcement personnel responsible for: HR, leadership development, performance, training, strategic planning, operations, process improvement, professional standards, communications

course highlights

- Learn best practices for applying and implementing Lean initiatives in policing
- Hear how the OPP is positioning itself to meet the leadership needs of a leaner future
- Understand the impact of leadership in successful Lean initiatives and in meeting the challenges in today's policing
- Learn the essentials for creating a Lean culture for continuous improvement and sustainability
- Examine the necessary policies, reward systems and training needed to reinforce ethics in policing
- Learn how to adopt transformational leadership practices to meet emerging security and public safety demands
- Discover how to use proactive customer-focused policing to address community issues and reduce crime

COURSE LEADERS

RICHARD BATCHELOR

As Principal at **Richard Batchelor Change Management & Strategic Human Resources**. Richard has been delivering successful change for 20 years, predominantly in the public sector including developing the change management model used across the UK government. He is currently working at York University leading their HR transformation change.

NICOLE BENDALY

Nicole Bendaly is a Senior Partner at **Kinect Inc.**, a Toronto-based consulting firm specializing in team and leadership development for over 20 years. She has committed the past several years to helping teams and leaders achieve exceptional results by developing, implementing and facilitating quality learning processes and assessment tools.

ERIC COUSINEAU

Eric Cousineau is Managing Director & Founder at **OCG Strategy and Organization Consulting**. He brings over thirty years of business consulting, specializing in strategy and implementation in both public and private sector organizations.

RENEE HANNES

Renee Hannes is HR Manager at the **Ontario Provincial Police**. She is responsible for providing corporate leadership on all staffing, deployment, promotional processes, workforce planning and human resource programs aimed at increasing the organization's effectiveness.

MIKE LAVIOLETTE

Michael Laviolette is Acting Inspector with the **Ottawa Police Service**, with 26 years of service. He has a varied background which includes Community Services, Professional Standards, Patrol Operations and Human Resources.

GERRY MCNEILLY

Gerry McNeilly, **Office of the Independent Police Review Director**, was appointed Ontario's first OIPRD director in June, 2008. He is responsible for receiving, managing and overseeing all public complaints against police in Ontario.

CHRIS PUHACH

Chris Puhach is an 18 year veteran of the **Winnipeg Police Service** and the current Staff Sergeant of the Organizational Development and Support Division. For the past 3 years Chris led his team on a Lean journey and started a cultural shift towards continuous improvement in the ECU.

SIMON TREVARTHEN

Simon Trevarthen is the Director of the Ministry Project Management & Process Improvement Office with the **Ontario Ministry of Health and Long-Term Care**, where he supports strategic transformation projects.

ED WELSH

Ed Welsh at **Lean Six Sigma Canada** is regarded as one of Canada's leading senior practitioners.

JOHN WHELTON

John Whelton is Director, North American Operations at **Leading Edge Group**. He is responsible for managing the continuous improvement consulting and training team.

CO-LECTURERS

HASSAAN BASIT

Hassaan Basit is Director, Communications and Marketing at **Conservation Halton**. His department was one of the first among public agencies to embrace social media and launch a formal digital media strategy.

COURSE PROGRAM

IMPLEMENTING LEAN PRINCIPLES FOR DAY-TO-DAY POLICING

Law enforcement's drive to improve effectiveness and efficiency while delivering more with less, has necessitated the implementation of innovative and transformative strategies. While full scale implementation of 'Lean thinking' has not been adopted by police authorities, individual police forces have utilized specific lean tools and techniques to improve performance. This session will look at the applicability of Lean initiatives in policing and best practices for implementing Lean tools

- Lean implementation best practices: laying the groundwork for success
- Tips for how to plan and implement Lean strategies for policing
- Overcoming difficulty of sustaining initiatives: key components
- Developing well-defined goals and objectives
- What can be done to ensure Lean is successfully deployed
- Unique features and considerations of Lean implementation for day-to-day policing
- Analyzing existing performance and processes
- Role of leadership in the success of Lean process improvement initiatives

TRANSFORMING HR MANAGEMENT: DEVELOPING FUTURE POLICE LEADERS AT THE ONTARIO PROVINCIAL POLICE

To be prepared for the challenges that face all police services, police management must enhance its capacity for identifying and developing future police leaders early in their careers. This session will explore how the Ontario Provincial Police has launched an integrated succession management strategy that has focused on identifying critical positions, potential talent, development needs and transition supports for its future leaders.

- Tools & best practices: position/financial controllership, civilianization, shift scheduling
- OPP's approach to identify and develop future leaders in an Lean environment
- Proactive approach to readying the OPP for expected future mass retirements
- Ensuring leaders have the necessary skills and competencies to manage within a new, leaner resource model and a politically charged environment
- Cost effective and sustainable assessment tools and development programs

SUPPLEMENTARY COURSE MATERIAL

Federated Press is now providing delegates with access to an innovative new database containing at least 25 interactive multimedia presentations by leading experts including approximately 20 hours of lectures on the topics covered by this course, including all slides and speakers' papers. See the list of presentations on page 4.



AV Proceedings

Audio/video segments clickable slide by slide
Papers and overheads also included
Print any of the material for your own use

COPS & KAIZENS

This presentation will focus on the value of implementing Lean in a non-manufacturing environment while sharing the transformational leadership approach towards strategic planning and its impact on organizational change. Attendees will hear how the Winnipeg Police Service, Evidence Control Unit improved its accuracy rate, reduced overtime cost and enhanced customer service by embracing Lean principles.

- Role of leadership in enabling the success of Lean process improvement initiatives
- Choosing where to focus improvement efforts
- Value of lean in non-manufacturing environment
- Lean principles implemented at Winnipeg Police Service

CHANGE MANAGEMENT BEST PRACTICES FOR CREATING AND SUSTAINING A LEAN CULTURE

The key to long term success and avoiding frustrating failure is your ability to sustain Lean momentum after the initial enthusiasm wears off. This session will explore change management best practices for creating a Lean culture for continuous improvement and sustainability.

- Cultural and operational changes required to initiate and sustain improvement
- Key fundamentals for change execution
- Deploying a learn-by-doing approach
- Change management plans to enhance engagement
- Change models that work in policing environment
- Maintaining performance during a Lean transformation
- How to deal with resistance to implementing the essentials

IMPORTANCE OF DEVELOPING MEDIA STRATEGY: PROTECTING PUBLIC CONFIDENCE

In today's 24-hour news cycle environment, the importance of having an effective media strategy has never been greater. This session will explore how to develop a proactive approach to media management in order to increase dialogue both internally and with the community in order to increase public accountability and public influence on decision-making.

- Role of social media: development of a social media strategy
- Importance of speed, positioning and messaging
- Evaluating media management approaches
- Social media crises management: responding to online attacks
- Training subject matter experts for public presentations

ETHICS LEADERSHIP

Police leaders must work at creating a culture of ethical conduct, which greatly impacts public trust. Effective law enforcement leaders bring out the best in their staff by ensuring that officers not only understand the right thing to do but actually do it. This session will closely examine the necessary policies, reward systems and training needed to ensure that a law enforcement organization fosters a culture of firm ethical values.

- Key ethical dimensions of policing for leadership
- Setting and adhering to a mission statement and a clear set of operating values
- Leaders as proactive ethical problem solvers
- Establishing standards for employees' behavior at all levels
- Reinforcing appropriate conduct
- Training to ensure that organizations foster a culture of firm ethical values

CHANGING ENVIRONMENT OF POLICING & FUTURE TRENDS FOR IMPROVING MANAGEMENT

Internet crime, illegal human trafficking, transnational drug and financial fraud networks, and threat of terrorism, are just some of the issues to which modern day policing has needed to adapt. This session will look to future trends for transforming police management in order to new security and public safety demands as they emerge.

- Importance of adaptability in meeting the demands of tomorrow
- Issues and challenges confronting the future of policing
- Implementing and evaluating the programs
- Role of external law enforcement governance bodies
- Transforming HR practices for modern police organizations
- Impact of new and emerging technologies

LEADING PARTNERSHIPS FOR CUSTOMER FOCUSED POLICING

Through the use of proactive policing and community partnerships, police services can reduce costs and significantly increase public confidence. This session will examine the concept of community policing and partnerships for achieving effective customer-focused service delivery.

- Using proactive customer-focused policing to address community issues and reduce crime
- Practical theories on community policing and partnership building
- Partnerships with agencies, community groups and individuals
- Promoting flexible policing management with emphasis on two-way communication and knowledge-sharing
- Tackling the challenges to collaborative law enforcement

WORKSHOP

LEADERSHIP COMMUNICATION BEST PRACTICES: FACILITATING ORGANIZATIONAL TRANSFORMATION THROUGH STRATEGIC COMMUNICATION

Effective communication skills are crucial to successful leadership, whether they be in terms of use of communication tools or interpersonal communication. When transforming management and adopting innovative practices, consistent supportive messages from leadership are needed in order to sustain efforts. This session will explore how to enhance leadership communication skills that can help bring about organizational transformations in law enforcement.

- Facilitating organizational change through strategic communication: communicating proactively with your entire organization
- Increasing Employee Commitment: communicating with staff members effectively
- Communicating the vision to all stakeholders and addressing the tangible benefits
- Encouraging and using feedback from employees
- Effectively mitigating internal organizational conflict: conflict management and resolution skills
- Effective modes of communications
- Documenting new transformational processes and communicating internally
- Addressing and partnering with the media
- How verbal skills, ethics and emotional intelligence contribute to excellence in law enforcement leadership

MULTIMEDIA

Your registration includes an interactive multimedia CD-ROM comprising the following presentations from recent Federated Press courses and conferences. They are presented in their entirety with complete audio and accompanying slides.

For an additional \$175 to the registration fee, you can receive the multimedia proceedings of this course on CD-ROM, containing all presentations given at this event. If not registered for the event, the cost of this CD, is \$599.

To receive the presentations described below as well as the presentations given at the event, the cost is \$799.

Building Accountabilities for Managers in a Lean Organization

Susie Naaman
TDL Group

Redesign Your Recruitment Process Using a Lean Management Approach

Gulnar Kamadia
North York General Hospital

Lean Six Sigma Integration

François McInnes
Bell Nordic

Management's Role in Staying Lean

Sabino Rossi
Domtar Inc., Communication Papers division

Sustaining Lean Success Through Measurement

Mike Boucher
Lean Enterprise Institute Of Canada

Managing Resistance to Change

Abe Patricio
Sears Canada Inc.

Lean Emerging in Emergency

Salman S. Dadabhoy
e-Zsigma (Canada) Inc.

Lean Six Sigma – Changing the DNA of Healthcare in Canada

Vito Ciciretto
Gamma-Dynacare Medical Laboratories

Achieving VFM Through Lean Sourcing

Kurt Ritcey
Deloitte & Touche LLP

Driving Change Through Lean and OD

Stephanie Hardman
Tim Hortons Inc.

Redesign Your Recruitment Process Using a Lean Management Approach

Elaine Watson
North York General Hospital

Engaging Employees to Push Boundaries

Brenda Blum
Southlake Regional Health Centre

Drivers for Transformational Change

Kyle Couch
The Beacon Group

Organizational Barriers that Prevent Change

Victor Trotman
University Health Network

Overcoming Resistance to Change

Judy Fantham
Toronto Community Housing

Executive Leadership in Organizational Transformation

Vanessa Judelman
Mosaic People Development

Culture Change in Chaotic Times

Sherri Gillanders
Workplace Safety and Insurance Board

Overcoming Communication Challenges

Debra Watkinson
Maple Leaf Sports & Entertainment Ltd.

Integrating Changes in the Company Culture Through OD

Brett Knowles
pm2

Continuous Improvement in Delivering Emergency Care: Learnings From 25 LEAN Transformations of Ontario Hospitals

Dylan Hardy
Health Innovations Operations (HIO) Group

Engaging Employees to Push the Boundaries

Daphne Woolf
The Collin Baer Group Ltd.

Applying Performance Management to Improve Organizational Development

Victor Trotman
University Health Network

Rebranding Organizational Development

Christy Pettit
ODScore

OD's Role in Shaping Tomorrow's Leaders

Karen P. McGregor-Parkin
Grey Bruce Health Services

Performance Management: The Key to Change

David Haringa
Ministry of Community Safety and Correctional Services

Registration: To reserve your place, call Federated Press toll-free at 1-800-363-0722. In Toronto, call (416) 665-6868 or fax to (416) 665-7733. Then mail your payment along with the registration form. Places are limited. Your reservation will be confirmed before the course.

Location: Courtyard by the Marriott, 475 Yonge Street, Toronto, Ontario, M4Y 1X7

Conditions: Registration covers attendance for one person, the supplementary course material as described in this document, lunch on both days, morning coffee on both days and refreshments during all breaks. The proceedings of the course will be captured on audio or video. Multimedia proceedings with all slides and handouts can be purchased separately on a CD-ROM which will also include the course material.

Time: This course is a two-day event. Registration begins at 8:00 a.m. The morning sessions start promptly at 9:00. The second day ends at 5:00 p.m.

Cancellation: Please note that non-attendance at the course does not entitle the registrant to a refund. In the event that a registrant becomes unable to attend following the deadline for cancellation, a substitute attendee may be delegated. Please notify Federated Press of any changes as soon as possible. Federated Press assumes no liability for changes in program content or speakers. A full refund of the attendance fee will be provided upon cancellation in writing received prior to June 3, 2014. No refunds will be issued after this date.

Discounts: Federated Press has special team discounts. Groups of 3 or more from the same organization receive 15%. For larger groups please call.

Payment must be received prior to June 10, 2014

Phone: 1-800-363-0722 Toronto: (416) 665-6868 Fax: (416) 665-7733

TO REGISTER FOR LEAN INNOVATION FOR LAW ENFORCEMENT

Name _____

Title _____ Department _____

Approving Manager Name _____

Approving Manager Title _____

Organization _____

Address _____

City _____ Province _____ Postal Code _____

Telephone _____ Fax _____ e-mail _____

Please bill my credit card: AMEX VISA Mastercard

_____ Expiration date: ____ / ____

Signature : _____

Payment enclosed: Please invoice. PO Number: _____

WHEN CALLING, PLEASE MENTION PRIORITY CODE: MAIL COMPLETED FORM WITH PAYMENT TO:
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LILE1406/E

REGISTRATION COSTS

NUMBER OF PARTICIPANTS:

COURSE: \$1975

COURSE + PROCEEDINGS CD-ROM:
\$1975 + \$175 = \$2150

PROCEEDINGS CD-ROM: \$599

PROCEEDINGS plus multimedia presentations:
\$799

NOTE: Please add 13% HST to all prices.

Proceedings CD-ROM will be available 30 days
after the course takes place

Enclose your cheque payable to
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For additional delegates please duplicate this form
and follow the normal registration process