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NCO
Study Session #1

Preparing Now

Ward Clapham
Royal Canadian Mounted Police
www.WardClapham.com



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Welcome

- Welcome
- Will Take Break in One Hour
- Ask Questions
- Want This to be Interactive

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Background

- Started in 1991 with Coaching and Mentoring
- Been Through 6 Different Processes
- Study Session Success
- The Journey
- No Quick Fix
- About Developing You As A Leader

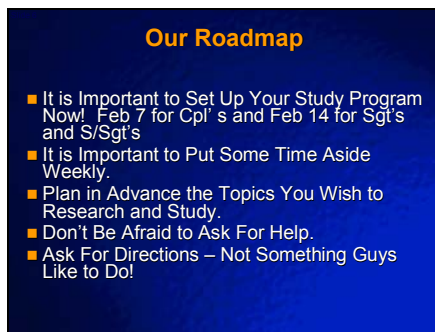
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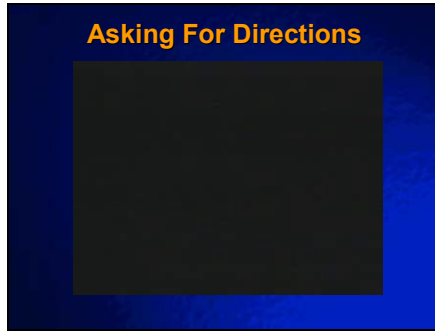
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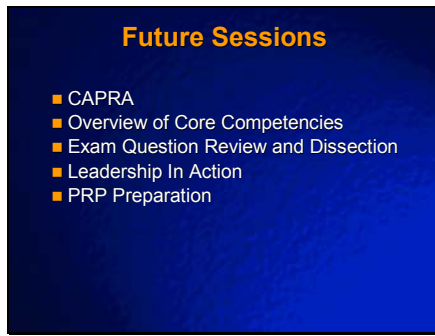
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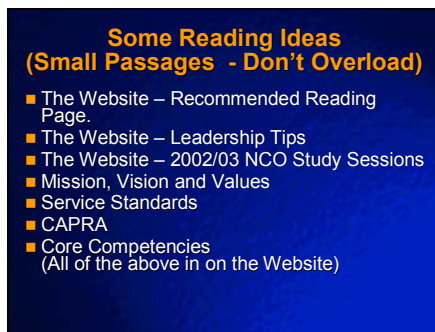
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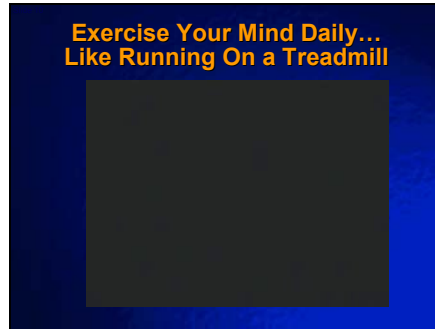
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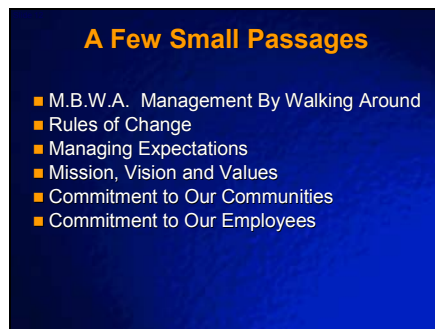
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Old Exams

- Get Copy of Old Exams
- Dissect Them
- Exam Check List
- Root Problem Solve
- Start Now On Your List of "Mountie Rules"
- Dissect Wrong Responses
- Take Time

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Form Flow

- Old Cycle 3 PRP Forms
- Core Competency Descriptors
- Great Start to "Mountie Rules"
- Go to Form Flow > Form Listing > Administration > NCO Process > Old Cycle 3 PRP Forms > Pick Your Rank
- Let Me Read You Some Examples of Good Actions

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Your Approach

- Generally 4 Types of Questions (Just Be Aware)
 1. Direct
 2. Internal
 3. Community
 4. Structure

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Direct

- Almost Always Operational Question
(This usually means immediate action...but be careful. They Play On Our Reactive Nature)
- Decision Must Be Made, Usually Very Little or No Consultation Needed.
- Just Looking for Decisiveness
- Look at Core Competency – Action Management.

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Internal

- People Problems
- Usually Employees and the Affairs of the Detachment
- Usually You Encourage the Employee to Solve the Problem.
- Time Consuming
- Many Time the Best Response is Just Meeting and Discussing – Not Solving the Entire Problem in 2 Minutes
- This is Huge...I Need a Day Just On This!

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Community

- Service Delivery Issues
- Best Response is Consultation
- Understanding the Community Policing Philosophy is Key!
- See Community Policing 2 and Future of Crime Prevention (CP3) Off Home Page of the Website

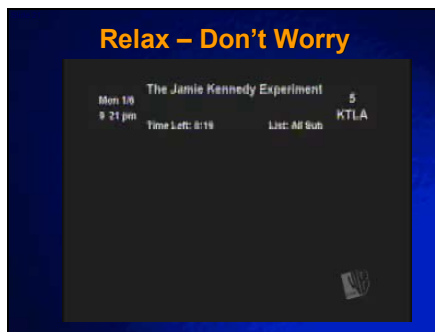
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6 Core Competencies

Overview

- Leadership
- Action Management (Planning and Org)
- Interpersonal Skills
- Personal Effectiveness and Flexibility
- Client Centered Service
- Interpersonal Skills

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Just For Laughs



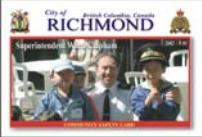
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Next Study Session

Nov 13, 2003
Nov 25, 2003

Ward Clapham
Royal Canadian Mounted
Police

www.wardclapham.com



For more info on Community Policing, Crime Prevention and Leadership, please visit <http://www.WardClapham.com>