



MISSION-CRITICAL SOLUTIONS

FOR MISSION-DRIVEN PEOPLE



GORDON GRAHAM'S 5 PILLARS OF ORGANIZATIONAL SUCCESS



Recruit, hire, and retain the best people

Decrease risk by providing clear direction for your people

Train on core critical tasks, & provide parallel policy & training content

Enforce organizational policy & procedure; train on knowledge/skill gaps

Address when policies and procedures are not followed and provide remedial training if needed



PEOPLE NEED TO:

- **Know what to do**
- **Know how to do it**
- **Be able to demonstrate accountability**
- **Have the right tools for the job**
- **Be mentally and physically fit to perform well**
- **Be informed and connected**

...and Lexipol helps with all those things!

HOW WE DO IT



**POLICIES &
UPDATES**



**ONLINE
TRAINING**



**WELLNESS
RESOURCES**



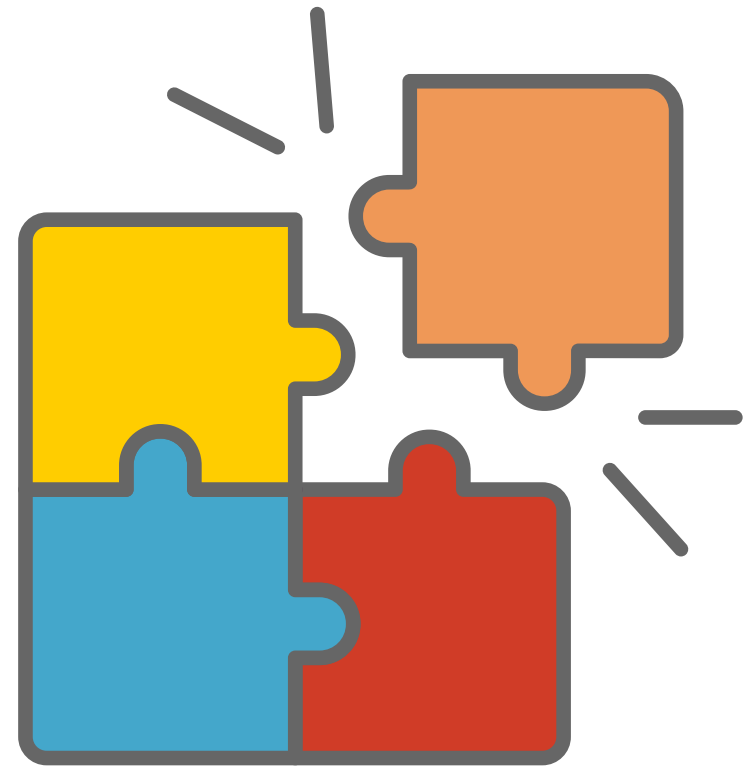
**GRANT
SERVICES**



**MEDIA
GROUP**

LEXIPOL VISION

- **Enhance personnel and community safety**
- **Reduce risk**
- **Save time and money**
- **Streamline training management**
- **Simplify policy management**
- **Invest in the health and wellness of your people**





7 RULES FOR MANAGING RISK

Application of the 7 principles Admiral Hyman Rickover used in the 1950's to build a nuclear Navy for the United States to today's workplace.



INTRO

- **Background –**
- **Early Career – Food**
- **Borrowed heavily from Gordon Graham**
- **No end all be all.....How to do you job – to many differences**
- **Challenge to pick one or two rules that you can apply this year.**



RULE 1

You must have a rising standard of quality over time and well beyond what is required by any minimum standard

- **Minimum standards...are minimum standards**
- **We have always done it that way**
- **If you can quantify or measure it, you should be looking for ways to improve it**



THINGS TO CONSIDER

- **What is the turn around time on investigations?**
- **What are the fleet maintenance costs across the Sheriff's office or county departments? What can be done to reduce them?**
- **Break down your core critical tasks by time and number of steps. Can they be improved or done better?**
- **What is your response time to a call for assistance**
- **What is your #1 lost time injury. What changes can lower that number**



RULE 2

People running complex systems should be highly capable

THINGS TO CONSIDER

- **Are your hiring questions canned? Or do they reflect what you expect?**
- **Do you have a process to make sure the probationary period is taken seriously? After the date of hire when is then next time you do a background**
- **If I were to audited the last two years of a low performing employee, would it reflect that?**
- **Have you ever searched your Officers phone numbers in jail phone system?**



RULE 3

Supervisors have to face bad news when it comes and take problems to a level high enough to fix those problems.

THINGS TO CONSIDER

- **What is the process to promote people? (Rule #1) Do you have a formal training program for those seeking promotion? Do you have a formal mentoring system for them in their transition?**
- **Do you carefully analyze events afterwards to assure that supervisors were doing their job.**
- **Have you considered bringing back your best retirees to mentor and train new supervisors?**
- **Skip level interviews with employees or lower level supervisors**



RULE 4

You must have a healthy respect for the dangers and risks of your particular job

THINGS TO CONSIDER

- **Do a risk assessment on each job description. Ask this question: In this job, how do people get killed, hurt, sued, embarrassed, indicted or fired? It is possible errors you will make can be predicted from the errors already made!**
- **Realize that just because it has not happened in your agency does not mean it cannot happen in your agency. Don't limit assessment to just your past history. Learn from others tragedies if it applies**
- **Frequent sites like www.police1.com. Ask what controls do we have in place to avoid this in our organization?**



RULE 5

Training must be constant and rigorous

THINGS TO CONSIDER

- **Do you have daily training that focuses on core critical tasks**
- **Do you have a process to ensure that training is being taken seriously and it is effective**
- **Is it getting done? If you are understaffed how to you make it a priority**



RULE 6

Audits and inspections of all aspects of your operation are essential.

THINGS TO CONSIDER

- **Policy and procedure manual**
- **Evidence/Property storage**
- **Training records**
- **Performance evaluations**
- **Background investigations**
- **Crime Lab**
- **Informants**
- **Financials**



RULE 7

The organization and members thereof must have the ability and willingness to learn from mistakes of the past.

FINAL THOUGHTS

Gordon Graham – Predictable is Preventable

- **Challenge the status quo**
- **Find ways to fine tune and revisit existing systems – Sacrifice a couple sacred cows.**



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