

FLORIDA STATE COLLEGE AT JACKSONVILLE

COLLEGE CREDIT COURSE OUTLINE

COURSE NUMBER:	CJE 2304
COURSE TITLE:	Police Supervision
PREREQUISITE(S):	None
COREQUISITE(S):	None
CREDIT HOURS:	3
CONTACT HOURS/WEEK:	3
CONTACT HOUR BREAKDOWN:	
Lecture/Discussion:	3
Laboratory:	
Other _____:	
FACULTY WORKLOAD POINTS:	3
STANDARDIZED CLASS SIZE ALLOCATION:	40
CATALOG COURSE DESCRIPTION:	
<p>This introductory course, designed to acquaint future and present police supervisors with an understanding of the various functions of supervision, examines the supervisor's responsibilities and assignments. The general topical areas include techniques of working with people, communications, personnel selection and training, motivation, principles of organization and management, disciplinary methods, and performance ratings.</p>	
SUGGESTED TEXT(S):	<u>Effective Police Supervision</u> , 5 th edition, More, H.W., and Miller, L.S., LexisNexis Anderson, 2007.
IMPLEMENTATION DATE:	November 14, 1987
REVIEW OR MODIFICATION DATE:	May 1, 1990 Fall Term, 2002 (20031) Fall Term, 2008 (20091) - Outline Review 2007 Fall Term, 2009 (20101) (was CJD 2310)

COURSE TOPICS	CONTACT HOURS <u>PER TOPIC</u>
I. Introduction	2
A. The Supervisor's Role	
B. Technical and Supervisory Competence	
C. Institutional Knowledge	
D. Basic Supervisory Responsibilities	
II. Supervisor's Function	3
A. Administrative Functions	
B. Types of Organization Structures	
C. Principles of Organizations	
III. Employee Dissatisfaction, Grievances & Complaints	3
A. Causes	
B. Working Environment	
C. Management Failures	
D. Supervisory Influence on Employee Behavior	
IV. Elements of Leadership, Supervision & Command Presence	4
A. Leadership Ability	
1. Developing	
2. Types of Leaders	
3. Selecting Leadership Style	
4. Elements of Leadership	
B. Motivating Employees	
C. Human Relations and Leadership	
D. Commending and Praising Others	
E. Reprimanding and Criticizing	
F. Order Giving	
G. Decision Making	
H. Setting and Example	
I. Techniques of Supervising Women Employees	
V. Essentials of Communicating	3
A. Cultural, Environmental, and Psychological Factors	
B. Processes	
C. Barriers	
D. Characteristics	
E. Types of Communicators	

COURSE TOPICS (CONTINUED)	<u>CONTACT HOURS PER TOPIC</u>
F. Written Communication G. Nonverbal Communication	
VI. Psychological Aspects of Supervision	3
A. Drives, Satisfactions, and Needs B. The Frustrated Employee C. Preventing Frustration D. Relieving Frustration E. Maslow's Hierarchy of Needs F. Adler's "Inferiority Complex"	
VII. Interviewing	3
A. Principles B. Functions C. Conducting D. Types of Interviews E. Causes of Failures	
VIII. Special Problems in Counseling	3
A. Problem Drinking B. Counseling 1. Problems 2. Procedures 3. Techniques C. Objectives D. Emotional Problems	
IX. Discipline	3
A. Principles B. Policies C. Forms 1. Positive 2. Negative D. Adverse Effects E. Requisites F. By Example G. Morale and Espirit De Corps H. Complaint Investigation 1. Policy 2. Objectives	

COURSE TOPICS (CONTINUED)	CONTACT HOURS <u>PER TOPIC</u>
X. Personnel Complaint Investigation <ul style="list-style-type: none"> A. Procedures B. Case Preparation C. Sources of Complaints D. Primary and Secondary Complaints E. Special Problems F. Records G. Reporting Procedure H. Charges I. Penalties 	3
XI. Personnel Evaluation Systems <ul style="list-style-type: none"> A. Objectives B. Causes for Failures C. Gathering and Recording Data D. Rating Traits E. Standards F. Rating Criteria 	3
XII. Performance Rating and Methods <ul style="list-style-type: none"> A. Standards B. Rater Characteristics C. Common Rating Errors D. Validity and Reliability E. Methods F. Procedures Used to Discuss Rating 	3
XIII. Distribution and Deployment <ul style="list-style-type: none"> A. Methods B. Patrol Allotments C. Proportionate Need D. Assignment <ul style="list-style-type: none"> 1. Time 2. Day E. Car Plans 	3

COURSE TOPICS (CONTINUED)

CONTACT HOURS
PER TOPIC

XIV. Tactical Deployment of Field Forces

3

A. General Responsibilities

B. Procedure

C. Barricaded Persons

1. Hostages

2. Procedures

3. Rational Suspect

4. Arrest

D. Major Disturbance

1. Labor

2. Disaster

3. Bomb Threats

4. Fires

E. Lost Children

XV. Training Function

3

A. Scope

B. Need

C. Principles

D. Learning Process

E. Learning Patterns

PROGRAM TITLE: Criminal Justice Technology

COURSE TITLE: Police Supervision

CIP NUMBER: 0743.010300

LIST PERFORMANCE STANDARD ADDRESSED:

NUMBER(S): TITLE(S):

06.0 DEMONSTRATE LAW ENFORCEMENT OPERATIONS PROCEDURES -- The student will be able to:

- 06.01 Prepare a hypothetical public service announcement for news media.
- 06.02 Demonstrate a knowledge of mobile patrol techniques.
- 06.03 Appraise the value of making presentations to citizen groups.
- 06.04 Display effective oral communication techniques.
- 06.05 Prepare written reports.
- 06.06 Demonstrate the ability to prepare an effective written report.
- 06.07 Compare the advantages and disadvantages between foot patrol and motor patrol.
- 06.08 Explain why it is important to establish good rapport with citizens.
- 06.09 Discuss safety practices that should be used in stopping suspicious vehicles.
- 06.10 Explain the difference between the generalist and specialist concepts of patrol activity.

14.0 DEMONSTRATE EMPLOYABILITY SKILLS -- The student will be able to:

- 14.01 Conduct a job search.
- 14.02 Secure information about a job.
- 14.03 Identify documents that may be required when applying for a job.
- 14.04 Complete a job application.
- 14.05 Demonstrate competence in job interview techniques.
- 14.06 Identify or demonstrate appropriate responses to criticism from employer, supervisor, or other persons.
- 14.07 Identify acceptable work habits.
- 14.08 Demonstrate knowledge of how to make job changes appropriately.
- 14.09 Demonstrate acceptable employee health habits.

LIST PERFORMANCE STANDARD ADDRESSED: (CONTINUED)

NUMBER(S): TITLE(S):

17.0 RECOGNIZE AND USE HUMAN RELATIONS SKILLS, TOLERANCE AND UNDERSTANDING OF CULTURAL DIFFERENCES AND SELF DISCIPLINE -- The student will be able to:

- 17.01 List the purposes of a structured public/human relations program in a police department/ corrections agency.
- 17.02 Identify and describe police-community relations.
- 17.03 Identify impediments that typically circumvent a successful minority recruitment program.
- 17.04 Contrast some of the major cultural and ethnic differences that exist in our pluralistic society.
- 17.05 Identify prejudice, discrimination and racism.
- 17.06 List modern structured public and human relation programs utilized by law enforcement agencies.
- 17.07 Discuss the psychological concepts of motivation and basic human needs.
- 17.08 Discuss police ethics.
- 17.09 Discuss the impact of internal and external controls on police conduct.



NOTE: Use either the Tab key or mouse click to move from field to field. The box will expand to accommodate your entry.

Section 1	
COURSE PREFIX AND NUMBER: <u>CJE 2304</u>	SEMESTER CREDIT HOURS (CC): <u>3</u> CONTACT HOURS (NCC): _____
COURSE TITLE: <u>Police Supervision</u>	

Section 2
TYPE OF COURSE: (Click on the box to check all that apply)

<input type="checkbox"/> AA Elective	<input type="checkbox"/> AS Required Professional Course	<input type="checkbox"/> College Prep
<input checked="" type="checkbox"/> AS Professional Elective	<input type="checkbox"/> AAS Required Professional Course	<input type="checkbox"/> Technical Certificate
<input type="checkbox"/> Other _____	<input type="checkbox"/> PSAV	<input type="checkbox"/> Apprenticeship
<input type="checkbox"/> General Education: (For General Education courses, you must also complete Section 3 and Section 7)		

Section 3 (If applicable)
INDICATE BELOW THE DISCIPLINE AREA FOR GENERAL EDUCATION COURSES:

<input type="checkbox"/> Communications	<input checked="" type="checkbox"/> Social & Behavioral Sciences	<input type="checkbox"/> Mathematics
<input type="checkbox"/> Natural Sciences	<input type="checkbox"/> Humanities	

Section 4
INTELLECTUAL COMPETENCIES:

<input checked="" type="checkbox"/> Reading	<input type="checkbox"/> Speaking	<input checked="" type="checkbox"/> Critical Analysis	<input type="checkbox"/> Quantitative Skills	<input checked="" type="checkbox"/> Scientific Method of Inquiry
<input checked="" type="checkbox"/> Writing	<input checked="" type="checkbox"/> Listening	<input type="checkbox"/> Information Literacy	<input checked="" type="checkbox"/> Ethical Judgment	<input type="checkbox"/> Working Collaboratively

Section 5		
LEARNING OUTCOMES		METHOD OF ASSESSMENT
•	Demonstrate a knowledge of mobile patrol techniques	Exam
•	Display effective oral communication techniques	Oral Presentation
•	Demonstrate the ability to prepare an effective written report	Exam
•	Demonstrate competence in job interview techniques	Mock Interview
•	List the purposes of a structured public/human relations program in a police department	Exam
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Section 6
Name of Person Completing This Form: Dr. P.R. Mittleman Date: 10/17/2007