

## Action Item Menu Item A: Problem Solving and Self-Management

Class	Description	Contact Information
Lieutenants' Interactive Forum for Education Class (8 hours)	<b><u>Mandatory class for EBD participants.</u></b> Decision making class.	EBD Unit (562) 347-1053
Deputy Leadership Institute (16 hours)	Two day leadership course for sworn personnel and professional staff.	PDU OAll Norma Whitman (562) 347-1057
Ethics Class (8 hours)	Students will evaluate ethics as they are used in personal and organizational environments.	EBD Unit (562) 347-1053
Anger Management & Effective Communication (8 hour)	Participants will be able to enhance their communications skills which will assist them in the management and supervision of inmates. (This class is taught in conjunction with the Custody Training Officer School)	Custody Training HQ Unit (213) 893-5121
Behavior Stress Management (4 hours)	Training in behavior techniques that will allow employees to better identify and manage stress.	Psychological Services Bureau (213) 738-3500
Anger Awareness-Management (4 hours)	Training in principles and techniques aimed at defusing tense situation and assisting individuals in self-regulation.	Psychological Services Bureau (213) 738-3500
Relationship Management-Conflict Resolution (4 hours)	Training in principles and techniques of managing conflict in a variety of different relationships (co-worker, marital, friend, supervisor, etc.).	Psychological Services Bureau (213) 738-3500
Dealing with Difficult People (4 hours)	Training in identifying and responding appropriately to co-workers whose personality types pose interpersonal challenges.	Psychological Services Bureau (213) 738-3500
Basic Tactical Communications (8 hours)	Basic communications skills needed to effectively communicate with inmates in a custody setting.	Custody Training HQ Unit (213) 893-5121
Cultural Awareness for Supervisors (8 hours)	Provides custody personnel with a better understanding of cultural awareness. Topics: Definitions of prejudice & discrimination, stereotypes & profiling, gay & lesbian issues.	Museum of Tolerance (310) 772-7620 Mail to: <a href="mailto:professionaldevelopment@museumoftolerance.com">professionaldevelopment@museumoftolerance.com</a>
Respect-Based Leadership (8 hours)	Class is to provide every member of the Department with a full understanding of the Policy of Equality and associated state and federal employment laws.	Professional Development Unit (562) 347-1059