

LOS ANGELES POLICE DEPARTMENT
Dispatch Ethics and Leadership (8 Hours)
Expanded Course Outline
1850-31039

Instructional Goal: To provide an understanding of leadership roles, concepts, and practices within a public safety communications environment. Students will leave the course with the skill and ability to formulate strategies for personally exemplifying leadership within a public communications operation.

Performance Objectives: Using lecture, videos, learning activities, and group discussion, the students will:

- o Examine and analyze ethical issues faced by public safety dispatchers
- o Employ interactive learner-centered activities to think critically about ethical dilemmas
- o Use critical thinking skills and defensible professional responses in the workplace
- o Demonstrate and exemplify leadership

I. Introductions

(1 hour)

- A. Introduction
 - 1. Instructors
 - a. Name, Assignment
 - b. Experience
- B. Administrative Responsibilities
 - a. Breaks and Lunch
 - b. Facility information
 - c. Rosters
- C. Classroom Rules
- D. Overview of training goals and objectives
- E. Icebreaker – Student Introductions
- F. Learning Activity – Journal

II. Leadership 0700-1000

(3 hours)

- A. Leadership
 - 1. Leadership Terminology
 - a. Definition of Leadership
 - b. Definition of Characteristics
 - c. Definition of Skills
 - d. Definition of Values
- B. Importance of Leadership
 - 1. Benefits of Leadership to the team
 - 2. Consequences of a lack of leadership
- C. Leadership Qualities
- D. Learning Activity – Leader Wanted Ad
- E. Leader Definition Review
- F. Essential Tasks of a Leader
- G. Leadership Theories and Principles
- H. Situational Leadership

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- I. Two Must-Haves to be a Leader
- J. Learning Activity – Who Has the Power?
- K. Self-Leadership
- L. Learning Activity – Business Card Necklace
- M. Assumed Constraints
- N. Diagnose Your “Developmental Level”

III. Ethics 1100-1430

(3.5 hours)

- A. Ethics Terminology
 - 1. Ethics
 - 2. Integrity
 - 3. Morals
 - 4. Organizational Values
 - 5. Personal Values
 - 6. Principles
 - 7. Professional Values
 - 8. Values
- B. Ethical Situations
 - 1. Right versus Right situations are “ethical dilemmas”
 - 2. Right versus Wrong are “moral temptations” not “ethical dilemmas”
- C. Types of Ethical Dilemmas
 - 1. Truth versus Loyalty
 - 2. Short Term versus Long Term
 - 3. Individual versus Community
 - 4. Justice versus Mercy
- D. Decision Making Models
 - 1. ACT Model
 - 2. Bell, Book, and Candle
 - 3. Ethics Test
 - 4. Blanchard and Peele’s Ethics Check
 - 5. Stakeholder Model
- E. Learning Activity – Model Scenario
- F. Rationalizations
 - 1. If you hear yourself rationalizing, you may be facing a dilemma
- G. Additional Thoughts
 - 1. Moral Temptations – not a black or white decision
 - 2. No straight forward “right” answer or solution
 - 3. Critical Thinking – arriving at the “best” right answer
 - 4. Consulting with others you trust
 - 5. Your ultimate outcome/decision
- H. Learning Activity – Ethical Decision-Making Scenarios
- I. Learning Activity – Journal
- J. Your Legacy

IV. Course Evaluations and Certificates

(30 minutes)