



Florida Police Chiefs Association
Serving Florida's Law Enforcement Since 1952

2024 Executive/Administrative Assistant CORE II Training
Brownwood Hotel and Spa
The Villages, Florida
Tentative Agenda

Monday, April 22, 2024

8:30am – 8:45am	Registration
9:00am- 12:00pm	Training: Letting Your Professionalism Shine: Effective Written Communication Michelle Bono Bono Communications and Marketing, LLC <ul style="list-style-type: none"> • Implementing 7 steps to enhance effective writing • Understanding your “frame” • Connecting with your audience- words matter • Learning ways to enhance flow and improve grammar • Focus on outcomes Location: Silas
12:00pm- 1:00pm	Lunch Provided
1:00pm- 4:00pm	Training: Representing Your Agency: Your Image is Key Michelle Bono Bono Communications and Marketing, LLC <ul style="list-style-type: none"> • Making the right first impression • Focusing on what you can do- not what you can't • Building your reputation as the “go-to” professional • Enhancing your communication • Handling community distrust and mistakes • Understanding the value of saying thank you

Tuesday, April 23, 2024

9:00am- 12:00pm	Training: Communicating with Presence: Hear Yourself and Be Heard. In this interactive session you will gain the tools to be more effective and at ease in your day-to-day communications. Melissa Thornley, Melissa Thornley Consulting You will: <ul style="list-style-type: none"> • Learn the emotional intelligence skills that are the foundation of executive presence. • Understand the power of gracious accountability-the key to be both direct and kind at the same time.
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	<ul style="list-style-type: none"> • Connect to your values—the superpower to stay centered and have more influence. <p>Expect to:</p> <ul style="list-style-type: none"> • Increase your self-awareness • Practice deep listening skills • Communicate more simply and effectively • Have fun
12:00 pm- 1:00 pm	Lunch Provided
1:00 pm- 4:00 pm	Training: Ethical Behavior <i>Chief Keith Touchberry, Fellsmere PD</i>
Wednesday, April 24, 2024	
9:00 am- 11:00 am	Training: Daring Greatness: Develop the Courage to Let Your Game Speak for You <i>Ida Walker</i> <i>Tampa Police Department</i> <ul style="list-style-type: none"> • Determine your pinnacle and define your greatness • How to go above and beyond to enhance your life and the lives of people around you
11:00 am	Open Forum Questions
11:30 am	Graduation