



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 <i>Michelle Bono</i> <i>Bono Communications and Marketing, LLC</i> <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 <i>Michelle Bono</i> <i>Bono Communications and Marketing, LLC</i> <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	<p>Training: Improving Effectiveness, Efficiency, and Job Satisfaction through Communication, Self-Awareness, and Understanding Differences. <i>Dr. Marshall Jones, FIT, Assistant Professor School of Psychology and Director of CoPLA Online Programs & Director for the Center for Applied Criminal Case Analysis</i></p> <p>Objectives:</p> <ul style="list-style-type: none"> • Understand aspects of emotional and social intelligence. • Explore critical barriers and best practices to communication processes, to include active listening. • Explore the Law Enforcement Personality Profile and how understanding individual preferences can improve understanding and rapport. • Understand components of improving and developing followership and leadership skills. • Discuss the art of influencing without authority. • Understand Generational Differences • Discuss approaches to dealing with difficult people.
12:00 pm-1:00 pm	Lunch Provided
1:00 pm-4:00 pm	<p>Training: Ethical Behavior <i>Chief Keith Touchberry, Fellsmere PD</i></p>
Wednesday, April 24, 2024	
9:00 am-11:00 am	<p>Training: Daring Greatness: Develop the Courage to Let Your Game Speak for You <i>Ida Walker</i> <i>Tampa Police Department</i></p> <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