Developing and Designing Performance Appraisal Systems

an intensive training program for supervisors in law enforcement agencies everywhere

Training Makes All the Difference

Law enforcement executives must make difficult decisions regarding personnel promotion, merit raises, retention, or termination. These decisions must be based on valid data that provide a true reflection of the officer's performance. Just as important is the use of this performance information to provide guidance and feedback to each officer under your command.

This two-day course makes extensive use of hands-on learning techniques. The program is designed for law enforcement professionals interested in improving existing performance appraisal systems or in developing new systems. Special emphasis is placed on developing quality measures that are consistent with the community-oriented policing philosophy of today.

Convenient, Comprehensive Training

The Developing and Designing Performance Appraisal Systems program offers supervisors and managers intensive training in an area critical to all law enforcement agencies. Officers and civilian workers are entitled to feedback and employment decisions that are based on true and articulated measures of performance. The program instructor is uniquely qualified with academic credentials supported by a professional background in law enforcement and years of experience in public safety assessment and selection.
Program Benefits

Completing this program should give participants the training to:

- assure the use of valid and reliable measures of performance
- provide meaningful feedback to individual officers
- identify factors that must be considered in developing an appraisal system
- avoid appraisal pitfalls
- minimize the risk that the appraisal system will be challenged
- provide methods for assessing perceptions and attitudes that impact the work environment
- identify and explain the types of performance evaluation systems used by various police agencies and the usefulness of these approaches
- target management skills and techniques to provide positive impact on employee performance
- evaluate and select a performance appraisal system
- identify ways to improve your current appraisal system
- know more about the Communications Assistance for Law Enforcement Act accreditation process and Department of Justice consent decree expectations for performance appraisal systems

Key Topics

Introduction to Performance Appraisal
- The need for performance appraisal
- Factors affecting work-performance appraisal
- Validity and reliability
- The Equal Employment Opportunity Commission and recent court decisions

Types of Performance Evaluation Systems
- The narrative system
- Trait-rating scales
- Forced distribution
- Forced-choice system
- Critical-incident approach
- Rank order and paired comparisons
- Bar and mixed standards system
- Assessment centers

The Performance Appraisal Interview Process
- The five-step process
- Career development goals

Note: Participants are requested to bring copies of performance-appraisal forms currently in use in their department. This will allow participants to gauge their system in the context of in-class discussion and instruction.

Turn to a Leader

The Penn State Justice and Safety Institute was formed in 1971 to meet the professional development needs of law enforcement and public safety professionals. Since then, more than 450 municipal, county, state, and federal agencies have entrusted the training of thousands of law enforcement professionals to the institute.

For more information about Developing and Designing Performance Appraisal Systems and Penn State’s other law enforcement programs, please visit our Web site: www.jasi.outreach.psu.edu

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