

REGISTRATION INFORMATION

Name _____
Agency _____
Address _____
City _____ State _____
Zip _____ Phone _____
FAX _____ e-mail _____

Registration fee:
\$50.00 per person

Check which one you will attend:

_____ 8 AM – 12 Noon or
_____ 1 PM – 5 PM

Training Site:

**Aurora Police Department
100 S. Aurora Road
Aurora, Ohio 44202**

4 WAYS TO REGISTER:

On Line: www.ncpi-ohio.com

Mail: Northcoast Polytechnic Institute
Attn: William D. Healy, Director
6688 Steinbeck Court
No Ridgeville, Oh
Phone (440) 353-0796

e-mail: info@ncpi-ohio.com

Fax: (440) 353-0797

FOR OFFICE USE ONLY
School No. _____
Cultural Awareness
Aurora PD December 4, 2019

WEB: www.ncpi-ohio.com

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presents

Cultural Awareness/ Sensitivity – Tools for Dealing with People

Hosted
by



**Aurora Police
Department**

**Wednesday
December 4, 2019**

*Two separate four (4) hour
training programs*
8:00 AM – 12:00 NOON
Or
1:00 PM – 5:00 PM

About the course:

“Cultural Awareness/ Diversity” - Tools for Dealing with People



This four (4) hour training program is designed to educate law enforcement personnel on the importance of cultural awareness and diversity in order to deal effectively with people. It is designed to promote understanding and respect both internally and externally when dealing with diverse individuals and populations and to improve relationships between the public and law enforcement professionals. It is also designed to promote an environment of open communication designed around empathetic listening and compassion.

About the instructor:



Ms. Susan Rance Locke was a career law enforcement officer for the past 29 years. She retired from the Ohio State Highway Patrol after 29 years of service. During her career, she served as a road trooper at the Chardon Highway Patrol Post. She also served as an Academy instructor at the Ohio State Highway Patrol Academy in Columbus, Ohio for over 7 years. Throughout her OSP career, she served as a Sergeant assigned to the Internal Affairs Unit in General Headquarters. She was later promoted to Lieutenant and was assigned to the Human Resource Management (HRM) unit where she worked in labor relations and as the training supervisor for the Department of Public Safety. Her last promotion to Staff Lieutenant required her to be reassigned as commander of the HRM employee relations section. Sue is a graduate of the prestigious 12 week Southern Police Institute (SPI) Administrative Staff and Command School out of the University of Louisville in Louisville, KY. Sue also received the J. Standard Baker award from the National Highway Traffic Safety Administration for development of a seat belt program prior to the seat belt laws being implemented. Sue has over 25 years of law enforcement training instructor experiences in many different topics. She is an OPOTA certified instructor.

About the topics:

- Dealing with Diverse Populations
- Health Issues
- Abilities and Disabilities
- Sensitivity and Valuing Differences
- Veteran/Military Issues
- Post Traumatic Stress Disorder (PTSD)
- Methods of Communication
- Emotional Intelligence
- Empathetic Listening and Compassion
- Generational differences
- Characteristics of the different generations
- Methods to bridge the generational differences and engage in effective communication

