

# Policing: A BC Practitioners' Toolkit

## Appendix A: Characteristics of an Effective Problem Solving Supervisor



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### Overview of Supervisor Lesson

#### Police leadership plays an important role in solving

Leaders who model their commitment and support can empower and encourage front line officers to adopt effective problem solving practices.

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### 4 Key Characteristics

- Leadership
- Coaching
- Innovation
- Professionalism



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## Leadership

- Offers useful problem solving examples
- Sets and models high expectations
- Identifies emerging problems
- Gives credit to others
- Coordinates efforts
- Encourages networking



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## Coaching

- Coaches others through the learning process
- Supports even if strategies fail
- Encourages active participation in transferring knowledge to others
- Uses positive reinforcement



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## Innovation

- Considers work schedule flexibility
- Encourages experimentation
- Attentive to pressures to revert to re-active methods
- Committed to long term problem solving efforts

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## Professionalism

- Considers performance in relation to quality of problem solving work done
- Insists on thorough and accurate analysis of problems

Realizes that this style of policing  
cannot simply be ordered:  
officers must believe in it!

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