

Policing: A BC Practitioners' Toolkit

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



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.

4 Key Characteristics

- Leadership
- Coaching
- Innovation
- Professionalism



Leadership

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



Coaching

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



Innovation

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

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!