



Supervising the Problem Employee: Managing Conflict & Improving Performance

DATES:

January 15, 2027

TIME:

8:00 a.m. – 4:30 p.m.

COST:

\$169

LOCATION:

WCTC
800 Main Street
Pewaukee WI 53072

REGISTER ONLINE:

www.wctc.edu/cjtraining
Select Specialized Training

"I learned several new techniques to help me as a supervisor. It met and will end up exceeding my expectations."

"This course taught me different techniques when getting to know and understand the problem employee."

Attendees January 2026

This course is designed to help law enforcement supervisors overcome the most common and difficult challenges they face in their supervisory role. Incorporating elements of leadership, professional ethics, motivation, and decision-making, this course provides law enforcement supervisors with the knowledge and understanding they need to succeed. Addressing the challenges that result from angry or unmotivated employees who seem immune to traditional efforts to improve behavior and/or performance requires formal training and dedication. This course enables supervisors to overcome prior errors, develop plans to improve individual and group performance, reduce conflict, and make coming into work more rewarding.

This course includes:

- Understand common causes of conflict internally and on the street
- Learning what motivates people
- Strategies to address conflict positively and avoid escalation
- Establishing guidelines to resolve conflicts effectively
- Examination of the reasons for problem performance
- Development of performance improvement plans
- Properly evaluate employee performance
- Identify ways for dealing with negativity, low morale, absenteeism, and problem employees
- Approaches to coaching, and mentoring.
- Addressing your error and destroying self-created professional roadblocks

Required Equipment:

Laptop (with power cord), Windows 11 or newer with Word or Google Docs and Wi-Fi enabled.

Instructor:

Victor Beecher is a 26-year veteran of law enforcement and has over 20 years of teaching experience for agencies in Wisconsin and across the United States. His teaching experience also includes Northwestern University courses Supervision of Police Personnel and School of Police Staff and Command. Victor has taught topics related to police performance since 2007, specifically focusing on the unique environment involving "problem" employees for over a decade.

