

ENGAGEMENT STRATEGIES IMPROVEMENT PLAN



PURPOSE

Engagement Strategies Improvement Plan is an effort to evaluate our response protocols to ensure they support our department goals and promote the overall safety of our community.



PRINCIPLES TO CONSIDER

- 1 We can't control all outcomes, but we can control our actions.
- 2 Make informed decisions.
- 3 Take the time needed and have a team approach.
- 4 Keep small things small.

STEPS FOR SUCCESSFUL OUTCOMES



RESPONSE/RISK SPECTRUM



EXPERIMENT AND EMPOWERMENT

Seldom is there only one good way to solve a problem. Continuous evolution and improvement of our engagement strategies requires a collaborative effort from all levels of the organization. Challenging the status quo, sharing ideas for new processes, and developing different engagement strategies is the driving force behind this initiative.

All personnel are supported and encouraged to experiment with efforts that are Ethical, within Policy, consistent with our Mission Statement and for the Public Good.

People want to be treated with **RESPECT**

People prefer to be **ASKED** rather than told

People want to know **WHY**

People desire **OPTIONS** rather than threats

People want a **SECOND CHANCE**

– Dr. George J. Thompson, Founder – Verbal Judo