

Conflict Resolution for Law Enforcement Personnel

In partnership with:

- ▶ Pepperdine University School of Law, Straus Institute for Dispute Resolution
- ▶ The Los Angeles Police Department
- ▶ The Los Angeles Police Foundation

COURSE DESCRIPTION

Sworn personnel at the Los Angeles Police Department are exposed to conflict daily; they are well-versed in handling fluid, dynamic, and life-altering conflict tactically for the preservation of life. Many supervisors report, however, that workplace conflicts at their best are challenging, and at their worst are personally and organizationally destructive. This training is designed to address the tactical and interpersonal skills necessary for supervisors to handle the conflicts that occur in the workplace. Conflict management creates efficiency, effectiveness, increases morale, preserves careers, and protects and serves the LAPD Family.

This interactive four-day course was jointly envisioned by the Straus Institute for Dispute Resolution at the Pepperdine School of Law, and the Los Angeles Police Department to address the particular needs of LAPD personnel. The curriculum was designed mindful of the law enforcement workplace including the unique environment and harms, the vertical communication patterns of sworn personnel, the increasingly intergenerational workforce, and the dynamic nature of police work. The skills that will be developed include early identification, prevention, de-escalation, and resolution of conflict.

WHAT YOU WILL TAKE AWAY

- ▶ An overview of conflict resolution styles and leadership competencies
- ▶ Concentration on the early identification and de-escalation of workplace conflict
- ▶ An in-depth exploration of the skills to successfully manage conflict in the workplace
- ▶ Exposure to problem solving models including supervisor-employee conflict and employee-employee conflict
- ▶ Insight into special topics in conflict resolution including the psychology of conflict, high-conflict personalities, and intergenerational conflict resolution.

FACULTY

PEPPERDINE SCHOOL OF LAW

Stephanie Blondell, assistant professor of law, Pepperdine School of Law, and assistant director, Straus Institute for Dispute Resolution. Prior to joining Pepperdine, Blondell managed labor-management mediation programs for the public sector in and around Seattle, Washington, for 15 years. She currently teaches Psychology of Conflict and manages the Mediation Clinic.

Peter Robinson, professor of law, Pepperdine University School of Law, and managing director, Straus Institute for Dispute Resolution. Robinson has been teaching and training mediation and conflict resolution for over 25 years in more than 30 states and in Argentina, Brazil, Canada, England, Holland, Hong Kong, India, Israel, Japan, Jordan, Mexico, France, and Rwanda.

LOS ANGELES POLICE DEPARTMENT

Arif Alikhan is the Director of the Office of Constitutional Policing and Policy, and is the first civilian three-star command in the LAPD. He is a former federal prosecutor, and has served in several senior Homeland Security, Counterterrorism, and Law Enforcement positions. He has been an adjunct professor of law, and a full-time professor for the U.S. Department of Defense.

Ret. Chief Sandy Jo MacArthur, and other LAPD guest facilitators.



MESSAGE FROM THE CHIEF

As members of the LAPD Family, it is not only important that we have empathy for members of the community, but that we have it for each other. We must treat each other in a way that builds the LAPD you want to belong to.

It is my expectation that you will use the skills, training, and tactics that are taught in this course to create a better workplace. We are all in this together and the results, the future of the LAPD, depends upon what each and every one of us does.

This course has been designed specifically for us, with us—to protect and to serve our LAPD Family. The knowledge you will be gaining from this course comes from the nation's foremost leaders in conflict resolution. We take pride in our ability to de-escalate conflict every working day. With the knowledge gained from this course, we will achieve a better understanding of how to handle conflict in the workplace, naturally enhancing how we serve our community.

—Chief Charlie Beck

LOCATIONS AND LOGISTICS

MALIBU

Pepperdine University School of Law
24255 Pacific Coast Highway,
Malibu, CA 90263

WEST LOS ANGELES

Pepperdine University,
West Los Angeles Graduate Campus
6100 Center Drive,
Los Angeles, CA 90045

For more information, call Lori Rushford at

310.506.6342

or e-mail lori.rushford@pepperdine.edu

or call the LAPD's Risk Management Division at

213.486.8730.

For upcoming dates:

law.pepperdine.edu/law-enforcement

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