

# Training Department's Tidbits

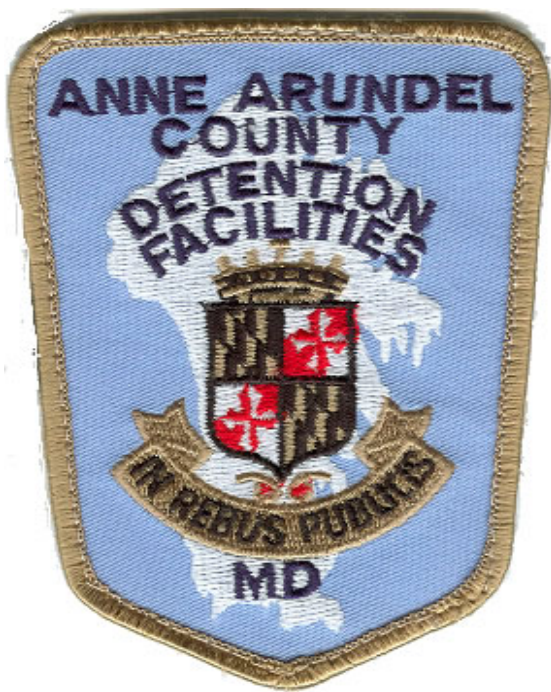
THE OFFICIAL TRAINING NEWS SOURCE OF THE ANNE ARUNDEL COUNTY DEPARTMENT OF DETENTION FACILITIES

## Training, Tips, Tools and Information

Volume 2, Issue 12

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## The Training Unit's Mission

To enhance the job performing capabilities of Department of Detention Facilities staff through the delivery of effective and efficient training programs that are designed to ensure the proper training of staff in order to facilitate the development of personal and professional competencies that support the Department's mission, vision and values in addition to providing for the safety of the public, staff, and inmate population.

## The Training Unit's Vision

The Anne Arundel County Department of Detention Facilities Training Unit is dedicated to the belief that developing the knowledge and skills of staff through increased training opportunities contributes to personal and professional effectiveness and self-efficacy. A well-educated and properly trained workforce will be able to adapt and better respond to the future challenges of the organization and the field of corrections.

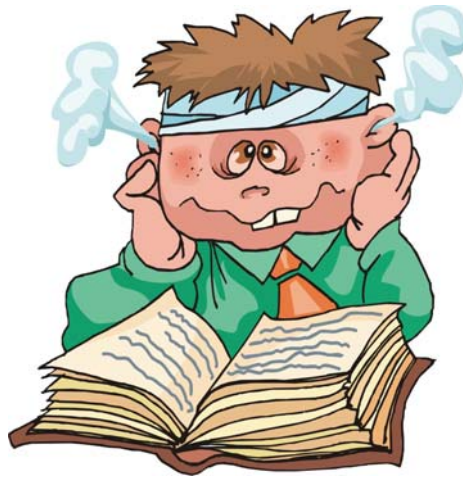
**A Correctional Entrance Level  
Training Program Is Coming!!!**

**August 18th**



## Learning To Teach

“The essence of real leadership is to allow your people to see your need and desire for learning. Your actions speak more than your words. Today’s leaders must be students of change first, before they become teachers of change to others.”



*Use the eight-second rule to hone your speaking style.....*

# Statistics

## Managing A Multi-Generational Workforce in Corrections

Are you prepared to manage Generation Y? Just as you’re getting used to dealing with Generation X, along comes the next demographic group. Generation Y, as some call it, is composed of those born after 1977.

What are they looking for from their employers? Here’s how Generation Y college students answered one survey when asked what they wanted in their first jobs:

1. A fun work environment
2. Growth opportunities
3. Competitive salary
4. A wide range of projects to work on
5. Good benefits, including healthcare, profit sharing and 401 (k)
6. Opportunities to learn and develop new skills, paid for by the company
7. Travel opportunities
8. Flexible work schedules

Adapted from “Understanding Y: Learn how to recruit Generation Y workers and how to make them stay”, by Christine Luporter, on the WomenConnect website.

Public speaking experts agree that most people decide in the first eight seconds whether a particular speaker is worth listening to. So a strong beginning is crucial. One way to make sure you start strong is to practice the eight-second drill, created by public speaking expert Granville N. Toogood. Here’s how it works:

- **First, pick a timely topic** that you could easily talk about for three minutes. Don’t just read a script. Have an opinion, and then try to convince the audience that you are right. Pick a very specific topic.
- **Second, present your case.** Organize your thoughts, set up an outline to follow and write your ideas down in a row. Then, set your notes aside, stand in front of a mirror and start talking. Present your case in three minutes—don’t go even one minute over.
- **Third, start shaving time off your presentation.** First, take off

Information in two minutes. Then, go to one minute; then, down to 30 seconds; then down to 20, then 10, until you are finally getting your point across in eight seconds.

You'll find the hardest part is going from 30 seconds down to eight; but once you do, you will have captured the essence of your presentation. This is your theme, your message. Never lose sight of it.

Adapted from *The Articulate Executive: Learn to Look, Act, and Sound Like a Leader*, by Granville N. Toogood (McGraw-Hill)

Heather E. Munsey—JRDC Shift 2  
Renita L. Gray—JRDC Shift 3  
Glendell A. Johnson-Paige—JRDC Shift 4  
John R. Doherty—JRDC Shift 4  
Thomas S. Carter—JRDC Shift 4



## Correctional Entrance Level Training Program

A Correctional Entrance Level Training Program is scheduled to begin on Monday, August 18, 2008 at the Ordnance Road Correctional Center, in accordance with the Maryland Correctional Training Commissions General Regulations, Title 12, Subtitle 10, Chapter 9.

Employees are required to attend entry level training within one year of their hire date.

The following employees are scheduled to attend the Academy:

Jimmy R. Lewis—JRDC Intake  
Phillip E. Curley—ORCC Shift 2  
Stephen E. Darr—JRDC Shift 2  
Jennifer L. Gillespie—JRDC Shift 2

## 2008 Initial SORT Physical Agility Testing

On Wednesday, July 16, 2008 the following employees will participate in the physical agility testing portion of the Anne Arundel County Department of Detention Facilities Special Operations Response Team training (SORT).

**Congratulations!!!!**

Officer James Rice—ORCC Shift 4  
Officer Kevin Rowley—ORCC Shift 2  
Officer Darren Riley—JRDC Shift 2  
Officer Clement Idahosa—JRDC Shift 3  
Officer Ronald Johnson—JRDC Shift 3  
Officer Aaron Edwards—JRDC Shift 3  
Officer Donald LaRue—JRDC Shift 3  
Officer James Olienyk—JRDC Shift 4  
Officer Roberta Riffle—JRDC Shift 4

## New Employee Reception Friday, May 30, 2008

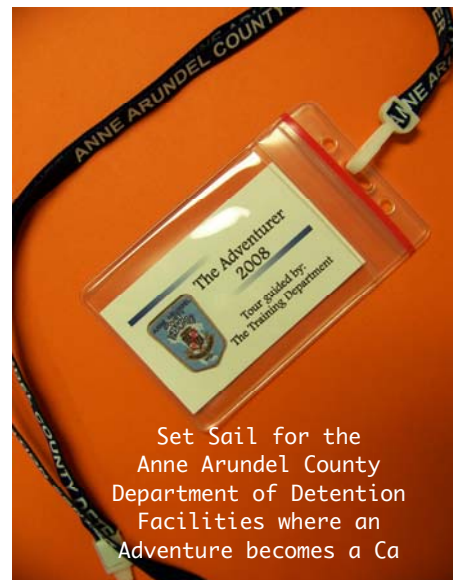
## ~ The Adventurer—Revised ~

First impressions are crucial—especially the first impressions a new hire gets of the organization. The Adventurer is a publication provided by the Training Department for all new county and contractor employees who attend the New Employee Reception class.

The Training Department's shared belief is that people become productive sooner if they are firmly grounded in the basic knowledge they need to understand their job. Focus on the why, when, where and how of the position before expecting them to handle assignments.

The Adventurer is our designed tool to show the new employee around, make introductions and begin training.

If you are interested in reviewing this wonderful, information filled, delightfully creative publication, contact the Training Department.



Set Sail for the  
Anne Arundel County  
Department of Detention  
Facilities where an  
Adventure becomes a Ca

**Destination: Information**



## Aerosol Weapons Oleoresin Capsicum Training and Certification Program

### Congratulations!!!!

For the successful completion of the Aerosol Weapons OC Training Program and receiving your certificate for Senior Instructor.

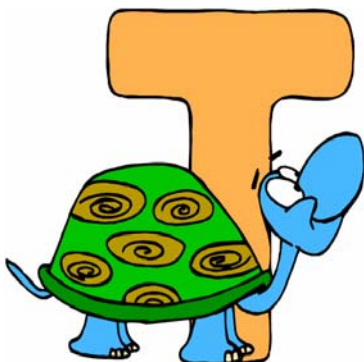
Your advanced training will enhance the Department's continuous efforts in providing quality training sessions for the use of OC as a self defense tool and a less lethal option for controlling aggressive inmate behavior.

The 8 hour course was approved by the Maryland Police and Correctional Training Commissions and was conducted by Jeffrey Tuer—Elkton Police Academy Director in Cecil County Maryland Wednesday, March 5, 2008.

Corporal Stephen Allen—ORCC Shift 4  
Corporal Justin Asher—JRDC Shift 4  
Officer Daniel Bennett—JRDC Shift 5  
Officer Anthony Branch—JRDC Shift 3  
Corporal Victoria Snyder—JRDC Shift 3  
Corporal Salvatore Vella—JRDC Shift 1C  
Officer Alan Greenwood—ORCC Shift 4

### Training Tidbits

Publication for Department of Detention  
Facilities Employees



Jennifer Road Detention Center  
131 Jennifer Road  
Annapolis, Maryland 21401

Ordnance Road Correctional  
Center  
600 East Ordnance Road  
Glen Burnie, Maryland 21060

## Training Advisory Committee



The Training Advisory Committee is being **Re-established!!!!!!**  
The first meeting will be held on Friday, June 6, 2008 at 9:00 a.m. at the Ordnance Road Correctional Center in the Training Classroom.

Membership for the Training Advisory Committee is voluntary and these meetings should be comprised of a cross section of the Department.

The following employees volunteered and/or were nominated by their Supervisors.

James Hurley—Director of Business Services

Patrick March—Training Coordinator  
Jerhretta Suite—Training Coordinator  
Captain Tom Laue—JRDC Administration

Sergeant Michael Collins—Chief Firearms Instructor JRDC Shift 1C

## Literature Resource Library

The Training Unit has compiled over 250 correctional publications related to a vast array of topics from adult and juvenile corrections, computer/security technology, training/conferences, new trends and correctional practices, research, informational articles on male and female offenders, special needs offenders, military corrections, and a whole lot more.

The publications are intended for use by detention facilities employees interested in expanding their knowledge base relevant to the field of corrections.

There is no registration process. Just simply stop by the training office at the Ordnance Road Correctional Center. Review and/or checkout a publication of interest to you.

Upon request, Jennifer Road Detention Center employees can have publications forwarded to them via interdepartmental mail.

A list of current publications available for checkout are posted in the training bulletin boards at both facilities or can be located by using the following path:

**Shared Drive>Global>Departmental  
>2008 Training Program> Literature  
Resource Library**

*Totally Terrific  
Training  
Tidbits!!!!*



Paul Hastmann—ACFA ORCC  
Sandora Cathcart—JRDC Classification  
Corporal Salvatore Vella—JRDC Shift 1C  
Officer John W. Davis—JRDC Shift 1C  
Brett Blevins—ORCC Female Unit  
Shakiea Copeland—ORCC  
Administration  
Cynthia Meyers—ORCC Volunteer  
Coordinator  
Corporal Darlene Tasker—ORCC Shift 2  
Catherine Robinson—ORCC Work  
Release Unit  
Captain Christian Flanagan—ORCC  
Administration  
Sergeant Gerald Most—ORCC Shift 2  
Sergeant Charles Lloyd—ORCC Shift 2  
Corporal Stephen Allen—ORCC Shift 4  
Stacy Dellavechia ORCC Quartermaster  
Nurse Vickey White—CMS

## First Line Supervisor's Program

### *Congratulations!!!!*

For the successful completion of the First Line Supervisor's Correctional Training Program conducted April 28—May 9, 2008 at the Maryland Police and Correctional Training Commissions in Sykesville, Maryland.

Sergeant John Davis—JRDC Shift 4  
Bridget Senior—JRDC Intake

## Five Steps to a MAGIC Facilitation

The Five Steps of MAGIC are used to create an exceptional customer experience . But do your customers and program participants leave your program feeling as though they had an exceptional learning experience?

Release the MAGIC within you and apply the same Five Steps to your own facilitation. You may find this will leave them wanting to come back for more.

**Step 1. Make a Connection:** The earlier on in the course you can make a connection with each individual participant; the more engaged he or she will be in the learning. A connection helps to build trust between you and the participant and lowers any resistance to training he may have.

Here are a few examples of how you can do this:

- Greet each participant as they walk through the door
- Speak clearly and slowly, with an upbeat tone
  - Shake hands and smile
- Ask for (and use) their names as soon as you hear them
  - Listen for concerns they may have and respond to them with empathy and appreciation for their attendance
- Connect on a personal level by looking for things you have in common with individual participants.

You can also connect with participants by using the physical environment to create excitement around the learning. Consider playing music that is stirring and energetic, post inspirational quotes on colorful newsprint charts around the room, or create name cards with colorful markers.

By making a connection early on, participants will feel more at ease and open to learning.

**Step 2. Act Positively:** You are there to help the participants. Demonstrate this through your words and tone. Focus on the benefits of the training to them. If the participant perceives that you regard him as important, he will be more interested, engaged and involved in the training. Here are some ideas on how you can create a positive atmosphere.

- Use examples of how the learning will increase their ability to do their job
- Relate the importance of the training to the goals of the organization.
- Encourage participation, be open to new ideas and questions.
- Be courteous, use “please” when asking for information and “thank you” when participants answer questions or make contributions to the group.
- Remain calm no matter what the circumstance is in your session.

Remember, you set the tone for the room, make it a positive one.

**Step 3. Get to the Heart of the Matter:** Show participants that you truly understand their concerns. Do so by covering material that relates to their specific situations. Use examples, scenarios and role plays. Allow participants to practice while you listen and coach them. Adults learn by doing. Allowing them to apply the principles while receiving immediate feedback will increase the likelihood that they will be able to transfer the skills to on-the-job performance. Also be sure to:

- Ask open ended questions to engage your learners at more complex levels and to get to the root of their challenges.
- Avoid tragic phrases, slang and the trainer jargon such as instructional procedure, deliverable, process orientation, paradigm, etc.
- If you need to interrupt a participant, do so politely and be sure to give the reason.
- Work with the participant, not against him or her, let the participant know that his/her learning is your only agenda.

Making the learning personal and relevant to each individual participant's needs will keep them engaged and heighten their ability to retain and apply the learning.

**Step 4. Interpret the Facts:** A part of being a good facilitator is reading the room and paying attention to subtle cues, body language and tone. Take accountability for the learning experience. It is your job to teach at the right pace, to encourage participants and to

inspire confidence so they may apply the learning back at the office. Demonstrate your responsibility and accountability.

Here are a few ways you can do this:

- Use MAGIC phrases to give participants security and confidence to achieve objectives.
- Be knowledgeable and accurate, show you are comfortable and confident with the course material and the participants will feel more comfortable and confident.
- Be proactive and set deadlines, let participants know if any follow up is planned and give specific dates for next steps.
- Maintain an appropriate pace, be aware of the learning styles and learning curve for each of your participants.
  - Summarize lessons, remind participants of key points in each lesson and conduct reviews.

By interpreting the facts, you show participants that you are taking accountability for their learning and they leave with the confidence they need to succeed.

**Step 5. Close Professionally:** Allow participants to leave the training experience feeling respected and upbeat. This is the opportunity to create a lasting impression with them.

Here are some small, but powerful things you can do to close with a touch of MAGIC:

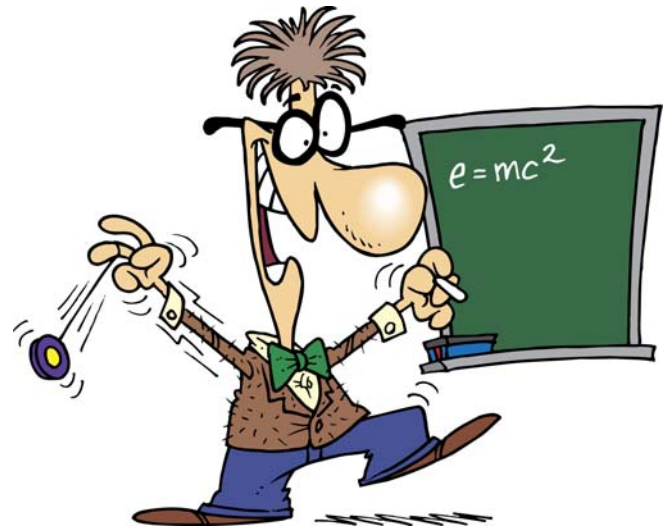
- Get participant agreement on all steps
- Use the participants name at the end of the session
  - With a sincere tone, close with a MAGIC phrase for each participant letting them know they are appreciated
  - Shake hands as they leave

Once all participants have left, internally reflect on the program. Did you conduct the session professionally? Are participants better able to perform their jobs as a result of their interaction with you?

### **Your Class Participants Are Your Customers**

In every situation, MAGIC is an attitude that is reflected in the choices we make when communicating with others. As a facilitator, you can model MAGIC in every training program you conduct. And when you do, your actions speak for themselves and your customers will want to come back for more.

By Jeremiah Walsh



## **Congratulations!!!! New Adjunct Instructors**

The Anne Arundel County Department of Detention Facilities concluded a seven-day (56 hour) Basic Instructor Training Program April 22—30, 2008 at the Ordnance Road Correctional Center.

Corporal Darlene Tasker—ORCC Shift 2  
 Officer Kevin Barron—JRDC Shift 3  
 Officer Kevin Chapman—JRDC Shift 3  
 Sergeant Christopher Foran—JRDC Shift 4  
 Sergeant Glenn Lightner—JRDC Shift 3

## **Americans with Disabilities Act**

If you require special accommodations to attend or participate in training, please provide information about your requirements to the Training Manager at 410-222-6350 ext. 3115 at least five business days in advance of the training class.



## E-Mailing Writing Etiquette

Since email has become popular, it has evolved into a communication tool with little formality. People commonly use e-mail for the wrong reasons and at the wrong times. Furthermore, the absence of emotion and body language in e-mail messages leave the recipient open to interpret tone and other non-verbals in ways not intended by the writer.

### Here are some tips for eliminating ambiguity in an email.

1. Keep email messages to no longer than a page.
2. Format your e-mail to be seen in plain text rather than HTML as some people don't use HTML.
3. Write a salutation or greeting for each new email.
4. Be sure to write an appropriate and specific subject.
5. Create email groups.
6. Leave the email address blank until the very last minute so that you don't accidentally send an unfinished message.
7. Don't send an email when matters require disciplinary action or personal information, concerns or complaints about colleagues.
8. Limit humor in an email.
9. Remember that any email can be forwarded to anyone else!!!!

## Avoid these common mistakes when using e-mail to manage



More than 23 million workers are connected by e-mail networks and the number is growing fast. However, the smart manager understands that e-mail can be dangerous if not used properly.

Here are some common e-mail abuses to avoid.

- **Hiding behind the terminal.** Don't use e-mail for performance reviews, disciplinary actions or other touchy matters. It's worse than breaking up over the phone; some things you have to do in person.
- **Forgetting it's in writing.** The informality of e-mail is part of its convenience. But it is a permanent record of written communication, often more easily retrieved than an ancient memo. Just because you've forgotten about it doesn't mean you won't see it again.
- **Flaming.** Spontaneity is another benefit of e-mail, but you should watch the tone of an e-mail message as closely as you would a memo on written paper. Sarcasm can be devastating when it is glowing on the screen.

Adapted from: Managers Aren't Always Able to Get The Right Message Across With E-Mails," by Alex Markets, in The Wall Street Journal

**Welcome New Employees**  
**Ordnance Road Correctional Center**  
**Jennifer Road Detention Center**

**Administrative Assistant— CMS**

Kelly L. Knepshield

**Chaplain**

Brit Fletcher

**Computer Tech**

Christopher S. McGeehan

**Correctional Records Clerk**

Michelle D. Ryer

**Detention Officer**

Phillip E. Curly

Stephen E. Darr

John R. Doherty

Glendell A. Johnson-Paige

Heather E. Munsey

**Education Coordinator**

Rassan D. Guidry

**Health Services Administrator**

Kathryn A. Nolting

**Instructor –Education**

Barbara S. Cavendish

**Kitchen Supervisor—Canteen**

Joyce Booker

Tilisha L. Brunson

Chenell D. Henson

Ashley L. Sembley

**LPN—CMS**

Olanike A. Alufa

Adonis P. Estrella

Jamia M. Handy

Mary Ellen Kaiser

Amanda C. Leger

Tracey A. Mitchell

Mercy T. Nkakwa

Hagar A. Oboh

Grace B. Sesay

Jennifer M. Stafford

Avril C. Watkin

**Medical Records Clerk**

Holly N. Blucher

**Medicine Aide—CMS**

Linda J. LeBlanc

Elise A. Mindzie

**Office Assistant—Addictions**

Marilyn A. Menieur

**Psychologist—CMS**

Marshall G. Cowan III

**Management Assistant II**

Lisa M. Wood

**RN—CMS**

Herminia S. Abaeo

Melita J. Jones

Folashade A. Awe

Audrene A. Smith

Jessica T. Carlson

Jan M. Wilson

Constantino L. Castillo

Karen L. Trageser

Ann Marie Holland

Kelly L. Snowden

Elizabeth P. Olson

Sabdra C. Stockton

Alina M. Mazzotta

Karen C. Thompson

Iquo (Rose) J. Williams

## Holidays.....Did You Know?

Iced Tea Month 6/1  
Rose Month 6/1  
Turkey Lovers Month 6/1  
Zoo and Aquarium Month 6/1  
American Beer Month 6/1  
Flag Day 6/14  
Juggling Day 6/16  
Gay Pride Week 6/17  
Father's Day 6/17  
Summer Solstice 6/21  
Shavuot 6/22  
Canada Day 7/1  
Blueberry Month 7/1  
Hot Dog Month 7/1  
Ice Cream Month 7/1  
National Park & Recreation Month 7/1  
Peach Month 7/1  
Catfish Month 7/1  
Independence Day 7/4  
Running wit the Bulls 7/6  
Bastille Day 7/16  
Chrysanthemum Day 7/18  
Salad Week 7/25  
Eye Exam Month 8/1  
Chicken Month 8/1  
Watermelon Day 8/3  
Friendship Day 8/5

## Effective Presentations

When using newsprint charts, don't interrupt the flow of your presentation by taking time out to flip the pages on the easel. Instead, position each separate page in a different spot around the room. Then, when you're finished with one chart, move to the next one, which will be waiting for you. Important: Gently tape another piece of paper over each of your sheets (or fold up and tape the bottom of the page), so the audience can't read the information before you present it.



## Prepare Yourself for Seminars

A professional conference or seminar can be well worth the time away from the office if you take the right approach. Here's how to turn your next professional meeting into a valuable experience.

**Prepare yourself ahead of time.** For example, list at least five specific questions you want answered at the conference.

**Use break time to network.** Talk to your peers; make lunch and dinner plans with as many different people as you can.

## Prepare Yourself For Seminars

**Bring lots of business cards to exchange.** When you receive a card, make a note of something distinctive about the person giving it to you.

**Collect handouts from all speakers—** even those whose sessions you don't attend.

**Read your notes.** Review them on your way home and prepare a summary of what you experienced and learned.

**Back at work, conduct a mini-seminar** for your coworkers on the key points of what you've learned.

Keep in touch with the speakers. Write to them with your questions on specific topics. Ask how you can get additional information on their specialties.

Adapted from Employees News

## Training: A manager's most vital task.

Training may be a manager's most important task. Be sure you take the time to train your employees thoroughly.

Whether they're new to the company or just learning a new procedure, keep these points in mind:

**Be available.** Trainees usually require lots of attention. Stay close by to answer questions and check their progress. And be prepared to answer some questions more than once.

**Be organized.** Break complicated tasks into smaller steps.

**Demonstrate each step.** Then have the employee demonstrate it for you. If he or she makes a mistake, show the correct procedure and have the employee do it again.

Adapted from the Front Line Supervisor's Bulletin

## New Field Training Officers

The following employees have been selected for Specialized Assignment positions as Field Training Officers for the Department.

In preparation for their new roles, the employees will participate in a 2 day Field Training Certification Program on Wednesday, September 10th & Thursday, September 11, 2008.

***Congratulations!!!!***

Kathy Koontz—OSA ORCC  
Officer Gretchen Calis—ORCC Shift 2  
Officer Steven Johnson—ORCC Shift 2  
Officer Linda Lively—ORCC Shift 2  
Officer Author Gebhart—JRDC Shift 1C  
Lisa Vincent—JRDC Classification  
Officer Jeffrey Henman—JRDC Shift 3  
Sergeant Yvette Jacobs—JRDC Shift 4  
Corporal John Walsh—JRDC Shift 5  
Officer Nakia Hamlin-Ford—JRDC Shift 3  
Officer Joseph Meiklejohn - JRDC Shift 2  
Officer Myeisha Marshall—JRDC Shift 2  
Officer Athenia Kirk—JRDC Shift 2

## News Flash!!!!!!

**Happy Birthday** to all staff celebrating a birthday in May, June, July and August.

**Sick And Shut In** Call, send cards of cheer, and remember them in your prayers.

**Don't forget** to mark your calendars for important training dates.

**Kudos** to all staff completing their 2008 annual training requirements.

**Welcome** to all contractor employees and volunteers.

**Thank You!!** To the Management Team and all of the department's Supervisors for your continued assistance and support of the Training Department.

## A Message From The Editor.....

The Training Department's Tidbits is still in publication, bringing to you all of the wonderful information pertaining to our training programs.

I want to take this opportunity to thank our Adjunct Instructors for all you do during the year to make our training programs successful. The Training Department has been very blessed to have instructors who give of their time and energy to the benefit of the entire department. You know who you are and we are sincerely thankful for your support.

Now as the 2008 In-service training program is underway and we look forward to 2009, I encourage you to mark your calendars and join us for the training programs that have been planned for the remainder of the year. Because of you, the Training Program is a tremendous success and additional classes to address workplace performance and learning competencies are coming your way!

Are you interested in writing for the Training Department's newsletter? If you are employed by the Department of Detention Facilities and have an interest in training, we welcome your submission. This newsletter is your medium to express your creative writing talents and zest for disseminating the very best training information.

We are always looking to publish informative articles pertaining to the training needs and interests of all staff.

We are all looking forward to Summer 2008 Training year! This is our twelfth issue of the Training Department's Tidbits and we hope that you enjoyed reading the articles and information on what's happening in training.

Tidbits is a refreshing opportunity to share information and resources with people who want to create synergy throughout the department.

Your "Tidbulation" could be printed in the next issue.

Please forward all suggestions for upcoming articles to me,

*Mindy Ellison* (editor/writer) via email  
DCELLI88 @ aacounty.org

You can enjoy Tidbits on the web @  
<http://www.aacounty.org/Detention/index.cfm>

*Happy Summer!!*

From the Training Department