Program Benefits

As a result of participating you will be better prepared to:
* Manage a backlog of cases with dwindling resources
* Measure, manage, and improve outcomes
* Plan and manage a budget and workflow for results
* Prepare for staffing changes within a laboratory or agency
* Use basic financial tools to identify and measure performance
* Perform financial analyses of vendors in competitive contracts
* Strengthen your project management skills

Successful Completion

Upon successful completion you will:
* Be awarded the FMA Certificate of Completion from the West Virginia University College of Business & Economics Center for Executive Education
* Have access to the expertise and resources of a major university whose faculty and staff have a deep understanding of the challenges facing forensic science management
* Obtain practical resources and tools including case studies, executable spreadsheets, glossary of terms, and templates that can be applied immediately to improve processes and outcomes

Program Investment

$2,250
$1,995 early registration incentive until April 15, 2017
Group discounts are also available. Individuals or their laboratories/ agencies are responsible for costs of travel and lodging. Program may be eligible for NIJ grant funds. Please contact your NIJ Program Manager for additional information.

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FORENSIC MANAGEMENT ACADEMY®

WEST VIRGINIA UNIVERSITY

SEPTEMBER 10 - SEPTEMBER 15, 2017
PITTSBURGH, PA

A premier business program designed for forensic professionals to meet the increasing demands of crime laboratories.

FMA2017

SESSION 1
How to Effect Change as a New Leader

Most organizations do not prepare new leaders for their soon-to-be positions and many new leaders make the mistake of doing "more of the same," figuring that was what got them promoted. You will learn a new way of thinking about transitional leadership, how to prepare yourself for what lies ahead, and what works and why for new leaders. Remember, the exercise of leadership is not the same as the exercise of power.

SESSION 2
Developing Effective Leadership Styles

Effective leaders can be found in all types of organizations, but common sets of behaviors and beliefs have been shown to differentiate outstanding leaders from merely ordinary leaders. Understanding the difference between managing and leading is crucial to the growth of becoming an effective leader. This session on leadership essentials directs forensic crime laboratory managers on how to get results through people, while staying focused on the big issues.

Participants in this session will gain a better understanding of how the need for a different focal point can depend on the changing dynamics of the workplace and the employee base. An individual assessment and profile will further enhance the participants' recognition of their personal leadership style guiding them through a journey of self-discovery on how to build and refine their supervisory skills.

SESSION 3
Leading High Performance Teams

Today's organizations demand that their teams do more. Good, solid, or adequate team outputs won't produce maximum business results, but high-performing teams will. The secret to helping teams perform at their best? The leader. Their knowledge, skills, and abilities can transform an acceptable team into an exceptional one. This course provides team leaders with the tools and skills to perform three primary responsibilities—diagnose, coach, and reinforce—that support their team's growth. Leaders learn to diagnose behaviors and conditions that limit team performance. They are equipped to assess team strength and weakness, as well as to use coaching and reinforcing skills to be a catalyst for high performance and continuous improvement.

SESSION 4
Performance Management:
Managing Competencies & Performance Metrics

Measure your performance and you can manage your performance for continuous improvements. Learn to first identify the core competencies, mission, values and measurable outcome indicators for your laboratory or individual operational units. Then using corrective and preventative actions, you can develop and tailor your management system for optimum success and highest reward.

SESSION 5
Succession Planning:
Grooming the Next Laboratory Manager or Agency Head

The lack of properly executed succession planning is costly in productivity, quality and the overall reputation of your laboratory system or agency. Expected or not, leadership succession is inevitable and begins long before a key vacancy is anticipated. Learn to leave a legacy of efficient management and integrity by exploring human resource management tools for effective succession planning.

SESSION 6
Conflict Management

In a laboratory, it is the supervisor's role to recognize the signs of conflict and quickly choose the appropriate level of involvement to help resolve the conflict. Because of the demands on their time and limited resources, forensic science supervisors sometimes find themselves in the center of conflict. Just one employee with chronic performance or work habit issues can drag down the performance of an entire laboratory and dominate the time of a supervisor. Whether it be issues involving employees, unrealistic demands placed upon the supervisor by other agencies or law enforcement personnel, or simply a personality conflict, it is incumbent upon the supervisor to both deal with the behavior and managing the conflict before it escalates to an issue that requires the employee relations department, or worse, the agency head, to mitigate. The goal is to develop an understanding of conflict in an organizational setting and insight into how to manage such conflict to a positive end.

SESSION 7
How to Develop and Manage a Federal Grant

This session is an introductory overview of the steps necessary to develop and manage a federal grant including process mapping, conducting a needs assessment, designing an implementation plan, prioritizing the needs, developing a budget, measuring performance, managing budgets and awards through practical examples of success stories, failure stories and alternative models. A DNA-specific case study will be introduced in this session, and it will be used as the main example in the following sessions of the program (project management, budgeting and process improvement). The session will conclude with tips on project development for federally funded programs, and an overview of NIJ funding opportunities.

SESSION 8
Motivation and Retention

The major theme of this session will be to present and discuss empirical determinants of forensic lab worker outcomes, such as turnover, propensity to help and share knowledge with others. A secondary emphasis will be on non-monetary ways to improve lab worker job satisfaction, attachment, and job performance. This session will also include interactive exercises in which attendees will learn how to improve human relations with their lab workers. Finally, we will use roundtable discussion to identify other critical issues in laboratory human relations.

SESSION 9
Process Improvement: Metrics, Measurement, and Management

Every laboratory is a collection of work processes. These processes produce results and value, support law enforcement, and are critical to the overall mission. Most agencies are not designed to manage processes but rather they manage tasks therefore reducing their ability to create efficiencies. Process improvement is a methodology that identifies critical processes, recognizes and removes tasks that do not add value, selects those that require redesign and illustrates how a product or transaction can be re-engineered for better efficiency, greater value added, reduced time and resources.

SESSION 10
Fundamentals of Budgeting

The budget is an essential management tool and the key to financial management in your laboratory. This hands-on session is specifically developed for supervisors with little or no experience with budgeting. It will provide guidelines on how to go about developing and monitoring an overall budget for your laboratory or unit, as well as assist you with developing a budget for a specific project or grant. It includes tools for estimating costs as well as tips for ensuring that your budgets meet the needs of your laboratory.

SESSION 11
Cost Benefit as the Basis for Financial Decisions

Every laboratory director brings strong technical expertise but few are prepared to analyze the financial aspects of management choices. Tradeoffs, or choices, are made on a continual basis; we must give up something for everything that we get. All choices provide various cost-benefit tradeoffs and while choices are being made, case backlog increases. You will understand how to quantify the process to make the best choices to best manage scarce resources, analyze the way decisions are currently made and the cost benefit of those decisions, evaluate the internal incentive systems in place for your lab and link those incentives to the additional costs and benefits of your daily decisions as a means to guide your informed choices.