



North Carolina Department of Public Safety Office of Staff Development and Training

“Enhancing Skills for Peak Performance”

“Peak Performance” is a 40-hour Department of Public Safety training program designed to provide supervisors with a solid foundation for achieving proficiency in dealing with people. Peak Performance is an adult-learning course requiring workgroup dynamics, participant interaction and individualized reading/writing assignments. Classroom involvement is dedicated to open discussion and forums focusing on instructor’s and participant’s knowledge, experience and expertise.

- ***Mission & Transition:***
 - Mission Statements
 - Transitioning
- ***Leadership:***
 - Leadership Styles
 - Effective Characteristics
 - Laws of Leadership
- ***Ethical Decision Making:***
 - Ethics
 - Pillars of Character
- ***Control Your Stress:***
 - Personal Stress & Stressors
 - Coping Mechanisms
 - Lifestyle Strategies
- ***Supervision Flexibility***
 - Transitioning to Supervisor
 - Common Mistakes
 - Skill/Will Matrix
- ***Job Burnout***
 - Stages of Job Burnout
 - Physical & Emotional Symptoms
 - Reducing Job Burnout
- ***Conflict Resolution:***
 - Positive & Negative Outcomes
 - Warning Signs
 - Steps to Conflict Resolution
- ***Time Management:***
 - Organizational Skills
 - Time Awareness
 - Scheduling
- ***Communication:***
 - Communication Barriers
 - Verbal vs. Non-Verbal
 - Effective Feedback
- ***Teambuilding:***
 - Advantages & Barriers
 - Traits of High Performers
- ***Multi-Generational Awareness:***
 - Workforce Generations
 - Values & Belief Systems
 - Contributions to Workplace
- ***Workplace Differences:***
 - Character
 - Personality Types
 - Behavioral Adaptability