



# FBINAA

56<sup>th</sup> National Annual Training Conference  
July 18 – 20, 2020 | New Orleans, Louisiana

## Conference Training Sessions

The **2020 FBINAA National Annual Training Conference** will present the following valuable law enforcement education sessions. The Conference will offer a total of 37 hours of training and participants will have the opportunity to attend up to 15 hours total during the conference, based upon keynote presentations and the selection of breakout sessions.

This summary is subject to change.

### Keynote Presentations

#### Heart Focus Leadership

Commander **Michael Nila**, Police Commander, Aurora, Illinois Police Department (Ret.); Founder and Managing Partner of Blue Courage

Chief **Kristen Ziman**, Chief of Police, Aurora, Illinois Police Department; Vice President at Large, International Association of Chiefs of Police; FBI NA Session 249

*1.5 hours of education*

Great leadership is at once a mystery, elusive, hard and very rare. Most executives are good managers as they have developed the necessary management skills as the ladder is climbed. But at various steps of the journey and certainly when they arrive at the top the challenge of leadership is on full display. Many fail, many are great placeholders, but some excel leaving a legacy of transformation resulting from a commitment to: readiness, grace and fidelity to purpose. What distinguishes those who excel from all others? Are they born with a different leadership gene and capacity to influence, or have they paid the price of learning, reflection, self-challenge, discipline and the many virtues that lead to human effectiveness?

Heart-Focused Leadership is based on the notion that leadership is an art and craft born in the heart rather than an intellectual exercise. Heart-focused leaders deeply embrace the concept of both taking care of those in their charge, coupled with the responsibility to grow and develop the capacity of their people. Leaders who bring love and passion to their craft are far better suited to build lasting relationships, establish deep trust, unleash loyalty and engagement, and advance the organization. Commander Nila and Chief Ziman will speak to Aurora's mass shooting and the role of Heart-Focused Leadership in shaping a culture of engagement, courage and openness, leading to extraordinary performance. In these times of transformation, transformational leadership will be the catalyst for positive change. We will discuss the immortal nature of leadership and its moments of influence — that our presence in other people's lives becomes bound and wound in the fabric of their lives. As leaders, our influence, for good or for ill, will always live on in others. Today's leadership challenge rests not in more knowledge and technology, but in our capacity to lead with courage, grace, love and humanness. This keynote will illuminate the path to leadership greatness and

reveal the essential development process; and, both challenge and inspire attendees to embark on the journey.

*For twenty-nine years, Commander **Michael Nila** honed leadership skills while serving his nation in the policing profession before retiring as a Police Commander with the Aurora, IL Police Department. As a police officer, he served in many capacities, including patrol, detective, SWAT Commander, Area Commander and led the department's re-engineering from a traditional police agency to a community-policing department. He refers to the policing profession as his vocation, believing that policing is the noblest of professions. His vast experience in the field has made him the trainer of choice for police agencies and communities nationwide. He has trained and certified thousands of employees, executives and trainers for notable organizations worldwide, such as the U.S. Department of Justice, Chicago Police Department, Los Angeles Police Department, New York City Police Department, The United Nations, as well as the military, government agencies and Fortune 500 Companies. Commander Nila is founder and Managing Partner of Blue Courage, an organization committed to design and delivery of world-class personal and organizational development. He is also a certified Master Trainer in Resilience by the HeartMath Institute and a certified instructor for Simon Sinek's Start With Why. Commander Nila holds a Master's degree in Business Administration and a BA in Criminal Justice Management. He is the 2016 recipient of the Attorney General's Award for Meritorious Public Service and the HeartMath Institute Humanitarian Heart Award in recognition for improving the health and well-being of policing through resilience training.*

*Chief **Kristen Ziman** is a graduate of West Aurora High School and started as a Police Cadet at the Aurora Police Department in 1991. She joined the Aurora Police force in 1994 as a sworn officer and worked in patrol, field training, community policing and investigations as a domestic violence detective before being promoted to sergeant in 2003. She was promoted to lieutenant in 2008 and to Commander in 2010 and Chief of Police in January 2016. Chief Ziman earned her Associates Degree from Waubensee Community College in 1994. She holds a Bachelor's Degree from Aurora University and a Master's Degree from Boston University. She earned a 2<sup>nd</sup> Master's Degree in Homeland Security and Defense from the Naval Postgraduate School in Monterey, California. She is a graduate of the FBI National Academy #249. She completed the Kellogg Women's Senior Leadership Program at Northwestern University, Senior Executives in State and Local Government at the Harvard Kennedy School of Government, and the Senior Management Institute for Police (SMIP). Her passion is writing, and she is a columnist for the Chicago Tribune Beacon News for 6 years. She also blogs about police-related topics and her blogs have been featured by the Illinois Association of Chiefs of Police (IACP) and among the top police blogs. Chief Ziman serves as the Vice President at Large for the International Association of Chiefs of Police (IACP) and is a member of the Illinois Sentencing Policy Advisory Council (SPAC).*

## **Virginia Beach Mass Shooting - Chief Cervera**

**Chief James Cervera**, Virginia Beach Police Department  
1.5 hours of education

## Critical Issues Facing Law Enforcement: Perspectives from the Bureau's Senior Executives

*1.5 hours education*

The FBINAA is proud to bring together a very rare opportunity to feature the Executive Assistant Directors from all four FBI branches for an up-close powerhouse panel discussing major topics facing law enforcement. The panel will target issues of importance to 1) National Security, 2) Criminal, Cyber, Response, and Services, 3) Intelligence, 4) Science and Technology, and 5) Information and Technology.

## Technology-Based Solutions Panel

Moderator, **Paul Butler**, Paul Butler Presentations

*1.5 hours education*

The FBINAA National Annual Training Conference brings together four expert and respected panelists to discuss current and future technology innovations designed to empower law enforcement agencies and executives in the fight against criminal activity and the effort at enhancing safety in the workforce. Each panelist will focus on specific technology-based solutions, including advanced communication systems, surveillance for officer safety, and the application of smartphone technology.

## A Conversation with the FBI Leadership

Director **Christopher A. Wray**, Federal Bureau of Investigation (tentative)

*1.0 hours of education*

### Breakout Sessions

## Effective Use of Social Media

Chief **Melanie Bevan**, Chief of Police, Bradenton, Florida Police Department; FBINA Graduate (Session 219)

Sergeant **Heather Mundell**, Polk County, Florida Sheriff's Department

*1.5 hours education*

Social media is a complex form of communication, and effective communication is essential for the safety of officers and the citizens they serve. Dispatch and phones are tools that are entrenched in daily activities, but what about social media? Some law enforcement agencies use social media in a limited capacity. But while social media is used to share information with the public to enhance community outreach, it is also used to collect intelligence on suspicious or criminal activity, such as during mass demonstrations or protests where the possibility of violence exists. If used properly, social media can increase community and officer safety. This session will highlight the essential components of effective use of social media and the importance of having clear policies and procedures dedicated to social media use to limit the liability to your agency.

*Chief **Melanie Bevan** is with the Bradenton, Florida, Police Department (BPD) and was sworn in as the first female chief of the BPD on February 16, 2016. She began her career in 1986 with the St.*

*Petersburg, Florida, Police Department (SPPD); was promoted through the ranks, serving in various roles before being appointed assistant chief. While serving with the SPPD, Chief Bevan created and developed multiple projects to benefit both law enforcement and community members. She conceptualized, managed, and appropriated grant dollars to fund the 2013 St. Petersburg Gun Bounty Project, which focused on school safety, education, and enforcement. The program identified best practices for addressing illegally possessed firearms in the community. She earned her Doctorate of Education in organizational leadership in 2010 from Argosy University in Sarasota, Florida, and a master's degree in public administration in 2001 from Troy University. She holds a Bachelor of Arts degree in criminal justice from Saint Leo University. Chief Bevan is a graduate of the 219th Session of the Federal Bureau of Investigation National Academy.*

*Sergeant **Heather Mundell** works at the Polk County Sheriff's Office in Winter Haven, Florida. She is a 19-year law enforcement veteran and was assigned to the Homeland Security/Intelligence Section from 2005 to 2016. During that time, she assisted in more than 20 online operations, tracked suspects using social media, and provided reviews of new mobile applications to determine their usefulness to law enforcement. In 2016, she was promoted and now supervises the Intelligence Section, which encompasses detectives with the Federal Bureau of Investigation's Safe Streets Task Force. Sergeant Mundell has presented at several statewide gang-related and intelligence-sharing conferences on the topic of social media use for investigative purposes. She also has presented for the Florida Sheriffs Association and is an adjunct instructor at the Kenneth C. Thompson Institute of Public Safety. In addition, she presents lessons about social media to schools and churches to increase parental awareness of the latest trending applications. Since 2012, Sergeant Mundell has been providing social media training at law enforcement conferences across Florida and the United States. Sergeant Mundell holds a Bachelor of Science degree in business administration from Barry University.*

## **Below 100**

**Tom Dirlam**, Core Trainer, Below 100; FBI NA Session 225

*1.5 hours education*

The mission of Below 100 is to reduce line-of-duty deaths to fewer than 100 per year, a number not seen since 1943. The program targets areas under an officer's control and responsible for a large percentage of LODDs. Driving, safety equipment, situational awareness and decision making are some of the most deadly aspects of the job. In this session, participants will learn the five core tenets of Below 100 - 1) Wear your belt, 2) Wear your vest, 3) Watch your speed, 4) WIN – What's Important Now? and 5) Remember: Complacency Kills!

***Tom Dirlam** retired after 31 years with the Michigan State Police as the Assistant Deputy Director of the Administrative Services Bureau. He was first assigned to the Owosso Post and then spent 22 years in the Forensic Science Division, including two years as a liaison to the Detroit Police Department and the Wayne County Prosecutor's Office. After two years at Headquarters in the Support Services Bureau as the Assistant Deputy Director, he was reassigned to First District Headquarters (Lansing) as the Assistant District Commander. In August of 2015 he transferred back to Headquarters to the Field Services Bureau and in February of 2016 to the Administrative Services Bureau. He is a graduate of the*

225<sup>th</sup> Session of the FBI National Academy and the 117<sup>th</sup> Class of the Northwestern University Traffic Institute School of Police Staff and Command. He has been a Below 100 instructor since 2013, a National Core Instructor since 2014 and in August 2016 he was appointed to the Below 100 Board of Directors to serve as Treasurer.

## Mitigating the Social Media Risk to the Department and Employees

**Joseph Booth**, Founder and CEO, Thompson Booth, LLC; Former Deputy Superintendent, Louisiana State Police; Attorney at Law; FBI NA Session 195  
1.5 hours of education

Every law enforcement agency employs sworn and civilian employees who frequent social media. But not every law enforcement agency has policy, training, or even a basic awareness of what employees, their families, associates, neighbors, or the public is saying about them on social media. Meanwhile challenges to the credibility of law enforcement witnesses is an unprecedented risk, in both criminal and civil proceedings. Even worse, some enterprising individuals set up traps like first amendment audits creating opportunities for law enforcement to make mistakes or make meritless arrests which result in litigation and social media postings.

*Joseph Booth is an Attorney at Law and graduate of the FBI NA Session 195. Booth is Founder and CEO of Thompson Booth LLC, a consultant firm whose clients include Lexipol, government agencies and industry. He is a past Exec. Director of the LSU Disaster Management Institute, leading university study on disaster issues. He is an experienced speaker on disaster and response at national and international forums, including a keynote address to the Australian Emergency Management Institute. Mr. Booth is a former Deputy Superintendent of Louisiana State Police, as the Chief of Crisis Response and Special Operations at the rank of Lt. Colonel, overseeing some of the largest natural and manmade disaster responses in U.S. history. He is a recipient of the Governor's Technology Award for Technology Innovation. Mr. Booth led Louisiana's communications interoperability initiative and implemented the nation's leading effort in 700MHz technology for public safety communications. He was employed by Northrop Grumman Information Technology, as Director of public safety and homeland security accounts leading the transition of emerging technology into state and local law enforcement communities. Mr. Booth holds a Masters of Arts in Criminal Justice.*

## Ocular-Motor Deception

Major **Bill Gardiner**, Area Commander, Idaho State Police; National FBINAA YLP Coordinator  
**James Page**, Premier Service Provider, EyeDetect  
**Mark Handler**, Director of Professional Services, Converus  
1.5 hours of education

Other than the polygraph, Law Enforcement is limited in options for detecting deception. A recent study from the University of Utah has identified new research and technology in the field of deception detection that has proven effective for criminal cases, internal investigations, and hiring decisions. Ocular-Motor Deception Testing (ODT) has shown to be a significant alternative to traditional polygraph examinations. With ODT, organizations without immediate access to a polygraph examiner can become self-sufficient. From the investigative perspective, ODT is being used as an effective tool in public safety hiring and investigations, including tactical testing in Internet Crimes

Against Children (ICAC) initiatives. Law enforcement officers can be quickly trained to use this scientifically based, and tested, credibility assessment tool.

*Major **Bill Gardiner** is an Area Commander for the Idaho State Police. He has a Bachelor's Degree from Idaho State University and a Master's Degree from the University of Oklahoma. He currently serves as the National FBINAA YLP Coordinator. His agency has recently transitioned to using ODT for all hiring.*

***James Page** is a premier service provider for EyeDetect. Since 2003, he has owned Idaho's largest private polygraph business, which primarily services government contracts. He earned a bachelor's degree in Criminal Justice from Boise State University and earned a Juris Doctor from the University of Idaho College of Law and Concordia University School of Law. He is admitted to the practice of law in Idaho and North Dakota.*

***Mark Handler** is the Director of Professional Services for Converus. He is an independent polygraph and interview/interrogation instructor and consultant. He serves on the board of the American Polygraph Association (APA). He has published over 50 scientific articles on the topic of polygraph and credibility assessment. Previously, he was a Deputy Sheriff in Montgomery County, Texas and a U.S. Navy nuclear submariner. Mr. Handler previously served on the Converus Advisory Board.*

## **Positive Psychology and Law Enforcement: The Connection with Increased Leadership Effectiveness, Employee and Organizational Resiliency, and Building Community Trust**

**Dr. Michael Goold**, Chief of Police (Ret.); FBI NA Session 251

Major **Michael Smith**, Graduate Student, Queens University; FBI NA Session 251  
1.5 hours of education

Positive Psychology is looking at what's right with people and organizations. However, police officers are trained and rewarded to see what is wrong with people and situations. And law enforcement officers take that same negative paradigm with them when they promote, and promote, and promote. They just can't shake it. That negative viewpoint is also found in most police agency cultures and creates distrust within the ranks and in the community.

*Dr. **Michael Goold** is a FBINA grad (Session 251) and retired Chief of Police. He is a certified executive coach, emotional intelligence subject matter expert, and doctoral program faculty member. Dr. Goold is certified to use the Character Strengths assessment and the Clifton Strength Finders.*

*Major **Michael Smith** (Retired) is a FBINA grad (Session 251) leadership professional with a degree in BS in Psychology and Counseling. Major Smith is currently a graduate student at Queens University, studying Organizational Development and Executive Coaching.*

### **After "it" Happens**

Captain **Eric DiLorenzo**, Patrol Division Commander and liaison for Emergency Management, Myrtle Beach Police Department; FBI NA Session 268  
1.5 hours of education

Due to the high potential threat to an officer's safety and life as well as seeing deaths among the protected population, an officer's psychological integrity is greatly threatened after responding to a Mass Shooting. A Mass Shooting in a community has far reaching implications to include disruption of services and a reduction in workforce within a Law Enforcement Agency. This training identifies the impacts on an officer, the department and the community it serves while providing solutions to get officers and agencies back to their "new normal" after a Mass Shooting incident. This lecture will explore Participants will leave with a road map to recovery as well as resources and a plan should "it" happen in their community.

*Captain Eric DiLorenzo has been with the Myrtle Beach Police Department for over 22 years and currently serves as the Patrol Division Commander and liaison for Emergency Management. Through his prior duties as a School Resource Officer and SWAT Team Commander, he has conducted extensive research and provided training related to Active Shooter related topics since 1999 to over 15,000 people. In 2008, Captain Di Lorenzo became trained in peer support and has since remained very active with the South Carolina Law Enforcement Assistance Program (SCLEAP). A graduate of Georgetown University's (Washington DC) Executive Master's Degree in Emergency and Disaster Management, he presented his thesis on the Aftermath of Mass Shootings: Impacts on Police Officers Who Have Responded to Mass Shooting Events. Captain Di Lorenzo attended the 268th Session of the FBI National Academy and serves as an instructor in multiple disciplines.*

## **Surviving Suicide**

**Kathy Korte**, Deputy Chief, Refuge Law Enforcement, United States Fish and Wildlife Service; FBI NA Session 242

*1.5 hours of education*

Suicide is an epidemic that claims an average of 129 victims per day in the United States. Statistics indicate the rate is especially high for those age 10 to 34, particularly among veterans. In March 2019, the President signed an executive order titled National Initiative to Empower Veterans and End Veterans Suicide. We, as law enforcement leaders, need to reframe our thinking. We must focus on prevention, of course, but also on those left behind. One suicide can affect up to 135 surviving individuals – family, friends, coworkers and communities. This presentation would: 1) provide tools to fight the stigma of mental illness; 2) identify partnerships for the prevention of suicide; and 3) offer life skills and resilience techniques for those who have lost someone to suicide. As a survivor of two family member suicides, officer suicides and co-worker suicides, the presenter would bring a personal touch to the presentation.

***Kathy Korte** is the Deputy Chief - Refuge Law Enforcement, United States Fish and Wildlife Service. She began her law enforcement career in 1990, worked for three land management agencies, and is the first female to hold the Deputy Chief position. In addition to her other duties, she oversees the Critical Incident Stress Management (CISM)/Peer Support program. Since 1994, she has led peer support teams following suicides, line of duty deaths, and natural disasters. Kathy has taught CISM, stress management, and suicide prevention/awareness since 1999 to law enforcement officers and firefighters with the National Park Service, Kennedy Space Center, U.S. Forest Service, and her own agency. She was assigned to the Behavioral Science Division at the Federal Law Enforcement Training*

Center where she instructed the same topics. She has a Bachelor's Degree in Criminal Justice from Kaplan University and is a graduate of the FBI National Academy, Session #242.

## **Preempting Mass Murder: Improving Law Enforcement Risk Assessments of Persons with Mental Illness**

Chief **John Milby**, Furman University Police Department; FBI NA Session 242

*1.5 hours of education*

FBI research has clearly shown that the incidence of mass shootings are on the rise nationally. This same research has also suggested a correlation between serious, untreated mental illness and violence. This places a significant responsibility upon law enforcement officers who are often the first to interact with mentally ill individuals who may be on the pathway to violence. Currently, law enforcement training regarding managing mentally ill persons is limited. Worse, there is no law enforcement training specific to conducting risk assessments of mentally ill persons for dangerousness, despite this being a routine function of law enforcement when called to assist a mentally ill person in crisis. The presenter suggests that in some cases there are sufficient warning signs of potential violence, which officers can identify and act upon in order to pre-empt violence. The presenter will discuss the five categories of risk that officers can use to evaluate persons in crisis for risk of violence.

*Chief **John Milby** has 29 years of law enforcement experience. John retired as a Captain with the Douglas County Sheriff's Office in Northwestern Nevada and currently serves as Director of Public Safety/Chief of Police at Furman University in Greenville, South Carolina. In September of 2011, John responded to an active shooter event in Carson City, Nevada, that left five people dead and seven wounded. Since then, John has sought to apply his expertise and experience to help mitigate this national crisis. In 2015, John earned his Master of Arts degree in Homeland Defense and Security from the Naval Postgraduate School, where he received the Outstanding Thesis Award for his original work titled "Pre-empting mass murder: improving law enforcement risk assessments of persons with mental illness." John is a graduate of the FBI National Academy, Session #242.*

## **Leading for Influence**

**Dr. Kimberly Miller**, Psychologist, Kimberly A. Miller & Associates, LLC; Clinical, Corporate, & Law Enforcement Coach, Consultant & Trainer, Kimberly A. Miller & Associates, LLC

*2.5 hours of education*

A leadership position provides a person with power, authority and the ability to make decisions; however, the rank in of itself does not instill a desire in others to follow them. The only thing that does that is influence! Influence is obtained when someone trusts, respects and is willing to be guided by you. Not all people in leadership positions possess this ability and fewer understand its power or how to develop it. This workshop will explore the foundational mindset and behaviors that are linked to the ability to influence others. You will learn skills that will enable you to become more effective at work and in your personal life and leave with a new appreciation of how your daily choices affect your leadership.

*Dr. **Kimberly Miller** is a police psychologist and a sought-after speaker and consultant who has been inspiring and motivating individuals in our profession for over 15 years. She is a strength-based*

*facilitator of individual and organizational change and is known for her relationship-based approach to her work and the skill-based, engaging training and consultation services she offers. Her programs and services are designed to improve not only the individual line-level employee skills but also the organization as a whole. Dr. Miller's educational background includes a Bachelor's degree in psychology from Auburn University, a Master's degree in clinical psychology from Ball State University, and a Ph.D. in counseling psychology from Colorado State University. In addition to her academic credentials, Dr. Miller has significant experience in leadership and mentoring with over 25 years of serving in supervisory and leadership roles.*

## **Recruiting, Retaining and Promoting Millennials**

**Dr. Larry "Nick" Nicholson**, former Program Manager, FBI's National Executive Institute (NEI); FBINA graduate (Session 176)

*1.5 hours of education*

The US is in a crisis when it comes to recruiting, retaining and promoting individuals in the law enforcement ranks. The broad media coverage of "use of force" issues and attitude toward police has reached a tipping point, when agencies can no longer seek candidates from the traditional venues. The millennial generation can be a workforce solution, if agency leaders gain a better understanding of what attracts this group to the profession. In Dr. Nicholson's presentation he will discuss the key factors of recruiting the millennial generation and what motivates them and how to utilize their strengths. Participants may discover that the "new generation" isn't as different as they once thought.

*Dr. Larry "Nick" Nicholson is an internationally recognized speaker on the various aspects of the Art of Leadership and the Science of Management. He has an extensive background in consulting in both public and private sector organizations and has served in several senior level positions to include Program Manager for the FBI's National Executive Institute (NEI), the Law Enforcement Executive Seminar (LEEDS) and leadership instructor in the Leadership Development Institute (LDI), where he taught graduate level leadership curriculum. His related research includes such topics as Understanding Generational Differences Among the Workforce, and instituting Resiliency for Executives and Leaders (REAL) programs for chief executives. Dr. Nicholson recently completed a study on the Characteristics of Aberrant Behavior in the Workplace and is currently consulting with Fortune 200 companies on how to recognize and mitigate issues related to the "problem" employee. Dr. Nicholson is a graduate of the FBI National Academy, Session #176, and former Vice President of the New Mexico Chapter of the FBINAA and currently a member of the Virginia Chapter.*

## **Building Community Trust and Resiliency Through the Tomorrows Program**

Chief **Fabienne "Fae" Brooks**, Chief of Detectives, King County Sheriff's Office (Ret.); FBI NA Session 180)

Chief **Carl Kleinknecht**, Assistant Chief of Police and Operations Bureau Commander, Bellevue Police Department; Coordinator, Tomorrows Program; FBI NA Session 271

*1.5 hours education*

Policing in the US has experienced significant and persistent erosion of trust since 2014. A solution-based roadmap is the *Final Report on 21<sup>st</sup> Century Policing* and our presentation will demonstrate a program that embodies the principles of the first pillar (building trust and legitimacy). Our presentation

will focus on the creation and implementation of the program which now includes 6 Advisory Councils (African American, Latino/a, Muslim, Asian/Pacific Islander, LGBTQIA, and Interfaith). We believe that the audience members will benefit from seeing an actual application of what trust-building entails and can use that knowledge as a template for forming their own programs.

*Chief **Fabienne 'Fae' Brooks** is a graduate of the FBI NA 180th Session. She retired as Chief of Detectives for the King County Sheriff's Office (Seattle) after over 26 years' experience. Chief Brooks has been a consultant since 2004 with the National Coalition Building Institute where she develops specialized training for law enforcement officers and employees, leading a team of international trainers who provide training in customer service and diversity to law enforcement and communities. Chief Brooks recently served as the co-chair of the King County Executive's Inquest Process Review Committee which recommended substantive changes. She also served as a consultant with a Statewide Juvenile Justice Reform Initiative that brought together law enforcement professionals for input, dialogue and recommendations for improvement and reform. She is a past President of the Black Law Enforcement Association of Washington, the Washington State Chapter of the FBI NAA and the Washington State Chapter of NOBLE. She has served on numerous community boards including Seattle Neighborhood Group, King County Sexual Assault Resource Center, Domestic Abuse Women's Network and is a founding member of the Bellevue (WA) African American Police Advisory Council. Chief Brooks is a member of First African Methodist Episcopal (AME) Church and is married to a retired Seattle Fire Department captain. They have four adult children, ten grandchildren and three great-grandchildren.*

*Assistant Chief of Police **Carl Kleinknecht** is a graduate of the FBI NA 271<sup>st</sup> Session. He was hired by the Bellevue Police Department in 1991 after having served as an officer with the Charleston, SC Police Department. Chief Kleinknecht has served the citizens of Bellevue in several different capacities including Patrol, Investigations (Property, Arson, Violent Crimes and the FBI's Puget Sound Violent Crimes Task Force) and as a supervisor in the Special Enforcement Team, Office of Professional Standards, and Patrol. He is currently the Operations Bureau Commander and is responsible for Patrol, Traffic, Investigations, and Special Operations. He serves as the coordinator of the Tomorrows Program which includes Citizen Advisory Councils and regional stakeholder workgroups that review the policies and processes of the Department. Chief Kleinknecht graduated from The Citadel, The Military College of South Carolina with a Bachelor's Degree in English and graduated from the Police Executive Research Forum's Senior Management Institute for Police at Boston University in 2017. He is a character coach for Rainier Athletes and volunteers with the Eastside Pathways Racial Equity Team. He lives in East King County with his wife and three daughters.*

## **Initial Post Scene Stabilization Response**

Captain **Theresa A. Orr**, Virginia Beach Police Department Detective Bureau; FBI NA Session 250  
2.5 hours education

Identifying the parameters of the criminal investigative aspect within the context of the scale and global attention of this incident. Particularly highlighting the resources and partnerships the FBI Norfolk Field Office brought to the incident. The collaboration with the FBI and clear delineation of roles, resources, and ongoing shared responsibility that maximized best practices and overcame unexpected pitfalls. This section will discuss the fog of war, how early small decisions created long term

large impacts, and the pressure of managing a scene contained within the City political structure under global attention from the individual supervisor perspective. Lessons learned.

*Captain **TA Orr**, FBI NA Graduate of Session 250, has 32 years of service in the PD, with 8 as a Captain, culminating with her assignment as Commanding Officer of the Det. Bureau Jan 1, 2019, which includes the Forensic Services Unit. She holds an MA in Public Administration, Graduate Certificate in Crim Justice Education courtesy of the NA, and a BS in Criminology.*

## **Public Order, Protests and Civil Unrest: Balancing Citizen Rights and Protecting Agency Reputation in the 21st Century**

Deputy Inspector **Anthony J. Raganella**, New York City Police Department; FBI NA Session 223

Sergeant **Jose M. Vega**, New York City Police Department; FBI NA Session 253

1.5 hours education

Given the recent political polarization of the nation, major protests and civil unrest has been at the forefront of concerns for U.S. law enforcement. Agencies charged with ensuring public order and citizen's First Amendment Rights must appropriately balance these often-confounding issues where split-second operational decisions can mean the difference between a lawful assembly and a destructive riot. This dynamic presentation will offer the audience the myriad considerations and best practices that go into keeping such events peaceful within the framework and relevant pillars of IACP's Blueprint and the 2015 President's Task Force on 21st Century Policing. Within that context, agencies must rethink how they can build and maintain trust, confidence, and satisfaction within the communities they service, while examining their policies on mass demonstrations which should minimize use of provocative tactics and equipment. These policies should account for procedures that implement a layered response to protests which prioritize de-escalation and a guardian mindset. Attendees of the presentation will leave with a clear understanding of how to prepare and plan ahead in conjunction with their communities; how to effectively communicate with stakeholders and the public through venues such as social media; and how proper training keeps officers and citizens safe while ensuring the credibility and professionalization of their agency is maintained during these events.

*Deputy Inspector **Anthony J. Raganella** is the founder and president of NY Blue Line Consulting Group, which provides law enforcement training and consulting services nationwide. He is also a retired 25-year decorated New York City Police Department Deputy Inspector. While at the NYPD, Anthony spent 8 years as the Commanding Officer of the Disorder Control Unit, a citywide department unit responsible for planning, assessing and ensuring the Department's training and readiness in crowd management and disorder control operations for civil unrest, as well as major events, emergencies, and protests. As Commander of that unit, Anthony regularly developed policy, as well as evaluated and implemented training, equipment and best practices related to crowd management & control. Anthony was the NYPD visionary for reorganizing decentralized city task forces into what is now the current centralized Strategic Response Group (SRG). He also supervised the creation of the NYPD's first bicycle squad dedicated to crowd management/control along with its policy & training. Anthony was instrumental in planning and coordinating the NYPD's strategy, training and field operations during New York City's Occupy Wall Street movement and Black Lives Matter protests. He was also the co-chair on the Civil Disturbance Subcommittee for the 2015 Papal visit to New York City and conducted international research for the National Institute of Justice (NIJ) in 2017, where he continues to work with NIJ serving*

*on their Special Technical Committee (STC) to develop standards for Personal Protective Equipment (PPE) and training within U.S. law enforcement Civil Disturbance Units (CDU). Anthony is considered a subject matter expert on matters related to protests and civil unrest. As such, he serves as a consultant to FEMA's Center for Domestic Preparedness and is an approved expert witness in Federal court on such matters. During his career, Anthony has been involved in the policing of over 2,000 demonstrations and major events, as well as the relevant training of tens of thousands of NYPD officers. Anthony has been recognized by numerous officials and organizations, and has amassed in excess of fifty honors and awards for his various efforts and achievements. Anthony has completed his Master Degree in Public Administration, summa cum laude, from Marist College; a Bachelor of Science Degree in Behavioral Science, summa cum laude, from New York Institute of Technology; an Associate of Science Degree in Criminal Justice, summa cum laude, from Nassau Community College, as well as being a graduate of the 24<sup>th</sup> Session of Columbia University's Police Management Institute, and the 223<sup>rd</sup> Session of the FBI National Academy. Additionally, Anthony is the author of several published peer-reviewed journal articles and text book chapter supplements in the field of criminal justice, and has presented the findings of his work at numerous symposiums nationwide.*

*Sergeant **Jose Vega** is a 25-year veteran of the NYPD and a graduate of the 253<sup>rd</sup> Session of the FBI National Academy. For 19 years, he has been assigned to the Disorder Control Unit which is the NYPD's main public order unit. Among Jose's many responsibilities is the training of NYPD personnel on all facets of crowd control, as well as his real-time response to major protests and civil disturbance to provide tactical and logistical support to on-scene incident commanders. Jose is a New State certified instructor and also one of unit's lead designers for multi-agency training exercises that are consistent with the guidelines and standards set forth by the Homeland Security Exercise and Evaluation Program (HSEEP). He is recognized as one of the leading experts on public order in the country. Jose has provided frequent presentations regarding public order to numerous U.S. and international agencies. He is also employed by the Center of Domestic Preparedness where he routinely teaches their field force courses. Additionally, he sits on the National Institute of Justice Special Technical Committee for the standardization of training, tactics, and equipment related to crowd control in the U.S. Jose is a graduate of John Jay College of Criminal Justice where he received his Bachelor of Science Degree and he has completed the John Jay College NYPD Graduate Certificate Program. In 2016, Jose was promoted to Sergeant Special Assignment – a highly desired and valued acknowledgment bestowed upon high achieving members of the NYPD who are recognized for their performance and outstanding contributions.*

## **How to Earn Credibility and Trust and Better Police Diverse Communities in the 21<sup>st</sup> Century**

Lieutenant **Eric Strong**, Los Angeles County Sheriff's Department; FBI NA Session 263  
1.5 hours education

The origins of law enforcement are intimately intertwined with the country's history of discrimination against non-whites. Police have often been the arm of enforcement for explicitly racist and tacitly discriminatory laws. Law enforcement is challenged with overcoming this history and reputation to gain trust. Implicit biases exist and racism is real. To overcome them, police must recognize when biases are driving constitutional decisions. The solution is candid open communication wherein police acknowledge biases and accept tools to recognize when biases are driving decisions. When this can be recognized it can be overcome.

*Lieutenant **Eric Strong** has been in law enforcement for the past 27 years, has multiple instructor certifications and has been teaching within the Los Angeles County Sheriff's Department for the past 18 years. Having worked multiple agencies, he has policed some of the highest crime and violent communities to some of the most affluent neighborhoods in the country. Eric has a very diverse background as a mixed-race person growing up in various neighborhoods throughout Los Angeles County. An engaging and dynamic speaker, Eric brings humor and candor to each presentation and he has the natural ability to connect with all audiences; be it 15 children or 500 adults. Eric's positive outlook on life, can-do attitude, and relaxed manner when handling even the most difficult situations makes him a sought-after resource of information and advice for law enforcement officers in general. A forever student, Eric loves teaching others along his path.*

## **Overcoming Burnout: The Role of Leadership Empowering Professional Growth on the Job!**

**Dr. Mark L. Whitman**, Police Chief (Ret.); FBI NA Session 165  
1.5 hours education

The first phase of the burnout is to understand exactly what "burnout" is and its causations. Contemporary literature maintains that burnout is due primarily to job dissatisfaction. Job dissatisfaction is, however, more of a symptom rather than the cause of job burnout. This presentation emphasizes the significance of: Attitude, creating luck, and empowering growth at each level of the organization. The premise of this presentation is that the issue of burnout lies squarely at the feet of the leader. This does not open the door for finger pointing by underlings within, but rather the importance of each member to overcome burnout through pragmatic application of skills. The topic is discussed and in four phases, why burnout is not caused by the job, but rather an Attitude. The four phases are: Enthusiasm, Stagnation, Frustration, and eventually Resignation.

*Dr. **Mark Whitman** has been a life-long trainer and more recently a professor in Criminal Justice in higher education. He asserts "Education is a process to provide a blend of experience, skill, reality and training coupled with creativity, innovation and resourcefulness by student and educator alike. Paramount to this goal is the reintroduction of critical thinking to our students". An experienced professional with over 38 years' in law enforcement of which 28 years as a Police Chief in three different venues. He is credited with a strong track record of achievement in improving communities and reducing crime. He has key noted or has been the lead presenter in leadership training, specifically, "Surviving with Honor".*

## **Hands on Use of Force and role Play Scenarios in Today's Age of Policing (Education and Training Trends)**

Sergeant **EJ Diaz**, Sergeant, Tampa Police Department (Ret.); Tampa International Airport Police Department; Instructor  
*2.5 hours of education*

This course of instruction would discuss training philosophies and strategies I have learned in my 30 years as a police trainer and Master Chief Martial Arts Instructor. Most training programs and role play scenarios are taught by instructors that are just mimicking the techniques they have learned from their instructor. The Instructors know what to do but not why. During this block of instruction, we teach the Instructor to fish, instead of just giving him a fish. These strategies and techniques will provide foundation for a new instructor and polish a veteran Instructor. The block is broken up into a basic lecture, role play design and interactive, "lessons learned". It is designed to involve the instructor in a way that they understand the concepts and will be able to apply to their methods. The theory and philosophy are consistent with providing instruction to the new and old generations.

*Sergeant **EJ Diaz** served the Tampa Police Department for 35 years, during which he was a 20-year member of S.W.A.T., 10 year member of the TPD Training Unity, and an 11-year Police Sergeant Quad Squad. He served in the 20<sup>th</sup> Special Forces Group in the U.S. Army. Sergeant Diaz is certified as a Boatman Edged Weapons Instructor, Firearms Instructor, 6<sup>th</sup> Degree Martial Arts Master Instructor for 32 years, and has 30 years active instruction for the state of Florida Criminal Justice Program. Sergeant Diaz currently works with the Tampa International Airport Police Department, along with being a Tactical Commander, Professional Standards Unit Supervisor, and K9 Supervisor. He also is currently attending the FBI National Academy, class #278.*

## **Crescent Retirement Solutions**

**Anthony Cangemi**

*1.5 hours of education*

## **Image Management Strategies for Law Enforcement**

**Gail Pennybacker**, Senior Instructor of Communications, Executive Programs Instruction Unit, FBI Academy

**Ken White**, Senior Instructor of Communications, Executive Programs Instruction Unit, FBI Academy

*2.5 hours education*

How do you reach a limitless number of people in a crisis using the technology in the palm of your hand? Through detailed case studies, FBI Academy Instructors Ken White and Gail Pennybacker will show how agencies leveraged their social media platforms to command the narrative in high profile events achieving results that include saving lives and closing cases. From the Las Vegas Massacre, the Austin Bombing and Hurricane Harvey, this session will examine the tremendous benefits of making communication a priority through law enforcement social media.

***Gail Pennybacker** is a senior communications instructor for the FBI. She joined the Bureau in 2013 after a 31 year career as a network affiliate television reporter and anchor, primarily in Washington, DC. Pennybacker covered thousands of high profile news stories including disasters both natural and man-made. Gail reported from the scene on the Columbine massacre, the terrorist attacks at the Pentagon on September 11, 2011, the DC Sniper Shootings and the Virginia Tech tragedy. She also broadcast from*

*the Persian Gulf during Operation Enduring Freedom. Pennybacker received national recognition for many stories, including breaking the story of the arrest of sportscaster Marv Albert. Along with multiple Emmy, Associated Press and Edward R. Murrow awards, Pennybacker is also the recipient of the prestigious Quill and Badge Award from the International Union of Police Association. She was honored by the U.S. House of Representatives for “distinguished service” during her journalism career. She graduated from Kansas State University with a bachelor’s degree in journalism. She has a master’s degree in criminal justice from Boston University. Pennybacker earned a Master’s Certificate in Adult and Organizational Learning from Northeastern University.*

**Ken White** has 30 years of experience as a crisis communicator, media relations advisor and public affairs practitioner for the Department of Defense and the U.S. Intelligence Community. Prior to his appointment to the faculty of the FBI Academy in 2013, he served in a number of civil service communication roles as the chief of media relations for the National Geospatial Intelligence Agency in Springfield, VA, the chief of public affairs for all U.S. Army installations in Europe, and senior media advisor to the director, National Security Agency/Central Security Service at Fort Meade, MD. Prior to civil service, he spent 20 years as a U.S. Marine public affairs officer and served in a number of assignments from division to the headquarters Marine Corps levels. He held numerous public affairs assignments stateside and abroad, including assignments at the Pentagon and Europe, and deployed to support various contingencies around the globe, culminating with Operation Iraqi Freedom, where he managed crisis communications during the first 6 months of combat operations. He holds a master’s degree in communication from the University of Oklahoma, a graduate certificate in adult and organizational learning from Northeastern University, and a bachelor’s degree in mass communication from the University of New Hampshire. He is a distinguished graduate of the Naval War College’s command and staff program, and the recipient of a number of meritorious civil service and military and campaign awards. He is a graduate of the Defense Information School’s public affairs qualification course, intermediate, joint and senior public affairs courses.

## **Current State and Future Directions of the FBI National Academy**

**Dr. John Jarvis**, Academic Dean, Training Division, FBI Academy

**Cory McGookin**, Unit Chief, FBI National Academy

*1.5 hours education*

This session will highlight the present state and the future directions of the FBI National Academy Program. Discussion of recent achievements as well as expected near and long term directions of the National Academy Program will be shared and discussed. These include, but are not limited to, programmatic considerations, curriculum growth and change, current and future partnerships, as well as evolving post graduate opportunities. Lastly, input from attendees will be sought as to possible avenues that both the FBI and the FBINAA may wish to consider in the future.

**Dr. John Jarvis** currently serves as the Academic Dean for the FBI Training Division. He also served as a Senior Scientist and Chief Criminologist in the Behavioral Science Unit at the FBI Academy for about 20 years. He also has chaired the Futures Working Group which was devoted to examining issues confronting the future of law enforcement and national security. His academic and criminological work

*focuses on evidence-based policing strategies, crime analysis, crime trend research, and the initiation and support of various research efforts by local, state, and federal law enforcement. His recent most recent publications involve studies of homicide solvability, validity and reliability of national crime statistics, and measuring and exploring other aspects of violent crime and policing. He graduated from Old Dominion University with degrees in Sociology and Mathematics and holds a Ph.D. in Sociology from the University of Virginia. He has authored many periodicals and monographs for the Bureau and has authored and co-authored numerous works that include publications appearing in **The Journal of Homicide Studies, Interpersonal Violence, the Journal of Trauma, Violence and Abuse, and Justice Research and Policy.***

## **Evidence-Based Policing: Promises and Perils of Leveraging Big Data to Make Policing Decisions**

**Dr. John Jarvis**, Academic Dean, Training Division, FBI Academy

**Dr. Wendy Regoeczi**, Cleveland State University

**Maureen McGough**, National Police Foundation

*1.5 hours of education*

Are your departmental policies based on aggregate evidence or individual anecdotal cases? Evidence-based strategies purport to answer such questions. While there is growing support for evidence-based policing strategies, few resources exist to assist officers and police leaders to integrate research and data analysis into policies and practices. Moreover, existing data sets and metrics used to measure police performance are limited in scope and often do not capture the true impact of police operations on public safety. This panel will discuss some recent developments in the world of evidence-based policing and identify available resources to assist agencies to measure their impact and potentially improve and expand their use of data and analysis. Identification of the limits of such an approach for grounding policies and practices in the best available scientific evidence will also be discussed.

***Dr. Jarvis** currently serves as the Academic Dean for the FBI Training Division. He also served as a Senior Scientist and Chief Criminologist in the Behavioral Science Unit at the FBI Academy for about 20 years. He also has chaired the Futures Working Group which was devoted to examining issues confronting the future of law enforcement and national security. His academic and criminological work focuses on evidence-based policing strategies, crime analysis, crime trend research, and the initiation and support of various research efforts by local, state, and federal law enforcement. His recent most recent publications involve studies of homicide solvability, validity and reliability of national crime statistics, and measuring and exploring other aspects of violent crime and policing. He graduated from Old Dominion University with degrees in Sociology and Mathematics and holds a Ph.D. in Sociology from the University of Virginia. He has authored many periodicals and monographs for the Bureau and has authored and co-authored numerous works that include publications appearing in **The Journal of Homicide Studies, Interpersonal Violence, the Journal of Trauma, Violence and Abuse, and Justice Research and Policy.***