Annual Meeting Emphasizes Balance of Technology and People

MMRMA is making final preparations for its upcoming Annual Meeting on August 16-18 at the Grand Traverse Resort. This year’s theme is MMRMA: A Digital Future.

There’s no getting around it: technology affects everyone, every day. Most of us see our lives become more and more integrated with digital tools, both at work and at home. It’s important that we understand how to experience this ongoing transformation without losing sight of what really matters: people.

MMRMA aims to harness the benefits of technology to serve our members—and help you serve your constituents—while keeping human relationships at the forefront of what we do. Ultimately, we need to make sure technology works for us, and not the other way around.

Meet and Learn
The Annual Meeting is a terrific opportunity to network with MMRMA’s Board of Directors, leadership, staff, and service providers. You’ll meet colleagues from public entities across Michigan, attend the Annual Business Meeting of the Board of Directors, and learn more about the organization and your fellow members.

Each year, we also invite key professionals to present on important issues relating to leadership and development. In 2018, we are pleased to have a lineup that will help us bridge the technological and interpersonal elements of our life and work.

Attendees will learn how to go beyond merely meeting expectations to recognize how much of an impact we can truly have on our families, organizations, and communities. Petz will also shed light on the importance of face-to-face relationships in the digital age.

It’s Showtime!
Jon Petz will kick things off on Thursday evening, bringing his unique, exciting style to MMRMA.

Petz will share tips for combining the power of NOW with the power of WOW to achieve peak performance and truly shine when we find ourselves thrust into the spotlight.

The Future is Now
Jack Shaw is a futurist and technological expert in blockchain, the Internet of Things, and Artificial Intelligence (AI). On Friday morning, he will discuss business systems and processes that “think” for themselves.

Artificial Intelligence will both disrupt and transform our lives.

We need to make sure technology works for us, not the other way around.

Shaw will help guests understand the ways AI combines with other emerging technologies, such as the Internet of Things, to transform the way we do business.

Technology Leadership
Also on Friday, Andrew Ranson and Phillip Seawright, executive partners of TriCorps Technologies, will present two sessions on technology leadership and guidance. They’ll help us learn to more effectively navigate the digital transformations taking place in our workplaces, homes, and communities—local and global.

They’ll look at “smart city” initiatives, managing disruptions, and prioritizing as we pursue modern tech solutions.

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Defining Innovation
Asha Nagesser, in a 2014 article for LinkedIn, writes that “Change is incidental, innovation is structural.” Changes often maintain safety and comfort zones, while innovation sets forth a foundation of new features and capabilities, letting go of what no longer provides value. As Nagesser states, “Every innovation entails change, but not every change involves innovation.”

Effective Innovation
To be effective, the Alliance says innovation must have these key features:

Inclusive leadership.
Without buy-in at the top, true innovation can be difficult, if not impossible. Leaders who look to the next generation to carry the organization into the future, and who welcome new ideas from everyone within the organization, create an atmosphere in which innovation thrives.

Robust internal and external partnerships.
Breaking up silos between departments can improve communication surrounding innovation. Meanwhile, fostering strong outside relationships with residents and business owners creates an environment of trust to support the inherent risks involved.

Implementing innovation requires us to move outside our comfort zones and let go of what no longer provides value in our lives.

Of course, implementing technology means introducing and managing changes in our organizations and our lives. Futurist Rebecca Ryan, writing about change and innovation in her monthly e-newsletter, quotes author David A. Owens: “Everyone wants innovation, but no one wants to change.”

As Ryan notes, we spend a lot of time talking about innovation, but we don’t spend nearly as much time implementing innovative methods for improving services or creating efficiencies.

Risks and Rewards
The reasons for not implementing innovative technologies or processes are familiar to us all. Innovation can be unsettling, difficult, and/or costly. It can be perceived as risky, although the absence of innovation certainly brings its own risks as well.

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Tactical Encounters Training Improves Officers' Critical Thinking

by Cara Kowal, Manager of Risk Management Services

NATIONWIDE, FROM MAINE to California, the highest area of liability for municipal pools is law enforcement. The very nature of a law enforcement career puts officers in situations that most people will likely never encounter.

Today, nearly everyone, everywhere, has a cell phone camera to record the actions of law enforcement officers, who are sometimes vilified when cameras don’t tell the entire story, mistakes are made, or encounters go awry. The expectations and pressure for perfection are formidable.

For nearly 15 years, MMRMA has worked with Michigan-based Tactical Encounters, Inc., to offer reality-based Tactical Encounters for Patrol Officers training to member law enforcement agencies.

Two recent training sessions at the Northern Michigan Law Enforcement Training Group, using the facilities of Camp Grayling, were the 55th and 56th such Tactical Encounters sessions that MMRMA has funded through its Risk Avoidance Program (RAP).

Realistic Scenarios
Each Tactical Encounters session encompasses three full days, with limited classroom time and more focus on reality-based scenarios.

The key message: Learn, work the tactics, be strong.
A high student-to-instructor ratio improves the quality of teaching and learning for all participants.

Because all encounters don’t happen during the day, training is also conducted as late as midnight to simulate situations during nighttime hours and low light.

Law enforcement officers are expected to have a certain degree of spontaneous critical analysis skills to assess situations, diagnose problems, and take appropriate action.

Stressful situations, outside stimuli constantly changing, may impair an officer’s critical thinking and result in less than ideal judgments and actions.

Added to the stressful nature of a law enforcement career, negative media attention and fear of litigation may affect officers’ decision-making and make even experienced officers hesitate or second-guess their decisions.

Upcoming Reality-Based Training Courses
See mmrma.org for registration information.

Rescue Task Force (RTF) Training
July 23–24, Livonia Police Department Firearms Range
This two-day course teaches Fire/EMS personnel how to better coordinate their efforts with law enforcement officers who are first responders to these incidents.

In the first component, Tactical Casualty Care (TCC), Fire/EMS personnel will:
> Conduct rapid patient assessment and perform emergency medical interventions.
> Demonstrate proficiency in applying tourniquets, hemostatic agents, and pressure bandages.
> Apply occlusive dressings to penetrating chest wounds and properly control a patient’s airway.

The second component covers how Fire/EMS personnel will be deployed and work together with law enforcement officers as an integral component of a rescue team.

Rapid Deployment to Active Shooter
December 4–5, MMRMA Training Center
This two-day course gives law enforcement officers basic knowledge to deal with a rapid deployment situation (such as an active shooter). The tactics taught are more advanced than the traditional diamond or quad formations.

Training presents a practical, systematic approach that affords maximum security while moving through a hostile environment. Students will learn a history of active shooter incidents, incident commonalities, terminology and definitions, and tactical techniques. Officers will also learn practical extraction techniques for injured persons.

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Tactical Encounters Training, continued from page 3

Practice Makes Progress
In practice scenarios such as routine traffic stops, building searches, and de-escalating potential conflict, law enforcement officers can make mistakes and learn from them.

At a time when perfection is often expected but not attainable, the adage "practice makes perfect" is a misnomer. It’s more apt to say "practice makes progress," which is exactly what reality-based training programs are designed to do.

Training with a high-stress component helps officers get accustomed to making the best possible decisions during real-life encounters. Just as weight training strengthens our muscles, training on how to better make split-second decisions strengthens the mind.

Many citizens don’t realize the degree of expertise the law enforcement profession requires. Officers must know and act upon myriad policies, procedures, rules, regulations, and laws to safely and effectively perform their duties.

Learn More to Be Strong
Tactical Encounters, Inc., employs trainers with more than 150 years of collective law enforcement experience, which lends credibility to its expert evaluations.

Teams are given feedback after each scenario, and instructors provide practical recommendations and solutions to various problems encountered. The key message: learn, work the tactics, and be strong.

Other Reality-based Training
See the sidebar on page 3 for more information on upcoming reality-based courses: Rescue Task Force (RTF), and Rapid Response to Active Shooter.

Such training is another important way MMRMA helps member law enforcement and fire personnel gain practical knowledge to better serve their communities.

Annual Meeting Preview, continued from page 1

Managing Crisis
Media expert and consultant Anthony Huey returns to MMRMA as the featured speaker at Saturday morning’s Annual Business Meeting, where he will share his expertise on crisis management in the age of social media.

Huey knows that perception is reality when it comes to organizational reputations. With that in mind, he will explore how members can use social media to their advantage in crisis situations while avoiding its potential pitfalls.

Register Today
Registration for the Annual Meeting is now open on MMRMA’s website. If you have questions about the event, the registration process, or your eligibility to attend, contact Tamara Christie, MMRMA Communications Specialist, at tchristie@mmrma.org, or Denise McGinn, MMRMA Events Planner, at denise@associationguidance.com or 517-333-3628.