

May 29, 2020

MEMORANDUM

TO: CHIEF JOHN SMITH
Chief of Police

FROM: SERGEANT DIANA TRUEBA VEGA
Internal Affairs Bureau

SUBJECT: CREATIVE PROBLEM SOLVING

Conducting a meeting with a group of subjects that do not agree on a highly controversial topic can be daunting. It is also an excellent opportunity to build a new policy regarding the issue.

While many tools can be beneficial in this situation, I will focus on Step 4 (Pg. 190) of the textbook *"Resolving Conflicts at Work"* while addressing the issue of possible modifications to the Department's P&P Manual. I have chosen to highlight three of the best tools that will help me maneuver through the meeting. In addition to utilizing the tools above, I will also implement active listening skills to ensure I read participants' body language throughout the meeting.

The first tool I will utilize will be *"Predict the Probable Costs, Consequences, and Impact of Each Proposed Solution."* While it might be impossible to predict the consequences and impact of each proposed solution accurately, it will be useful to look into the future and weigh out the consequences of each particular possible solution. Being able to dissect the possible solutions will allow the committee to identify some of the problems the proposed solutions might have. Utilizing this tool will also allow for some of the proponents of the proposed solutions to see for themselves the fallacies that might attach to their recommended solutions. It is essential to weigh out all of the consequences to truly compare and contrast them together and find out the pros and cons of each proposed solution.

The second tool I will utilize will be *"Consult with Experts, Critics, Coaches, and Anyone Affected by the Problem or The Solution to Solicit Feedback on Alternative Solutions."* While I have been directed to chair the meeting, I am only one of the parties affected by this situation. Being able to brainstorm collectively to generate options jointly will allow the committee to include options that affect all involved.

Although we will be creating the options together, it will be important to include differing opinions or options. The differing opinions will provide options that contrast with my opinions and options, and will, therefore, bring depth into the possible solutions. Giving voice to all involved is critical to finding a solution that will benefit everyone.

The third tool I will utilize will be *"Before Selecting a Solution for Implementation, Consider the Merits of all Possible Solutions, Without Favoring any Particular One."* Due to the polarizing nature of the situation, there will be some solutions that I might not agree with from the beginning. It will be important for the rest of the committee and me to take into consideration all of the possible solutions with neutrality. Being impartial and considering all options will ensure all possible solutions get a fair chance. This will require putting aside personal bias and being objective while contemplating all options. Asking others in the committee to be open to all possible solutions before making a decision will help to keep their minds open to all possible solutions.

Social Media Policy

The River City Police Department acknowledges its members' Civil Rights and First Amendment Freedoms. Prior to making any social media posting, members shall be the reminder they shall not be involved in any on-duty or off duty conduct which any member knows or reasonably should know it is unbecoming a member of the Department of which is contrary to good order, efficiency, morale, or which tends to reflect unfavorably on the Department or its members. In addition, posting, transmitting or disseminating any photographs, video, or audio recordings, likenesses, or images of Department logos, emblems, uniforms, badges, patches, or marked vehicle, or equipment or other material that specifically identifies River City Police Department on any personal social networking or another website, or webpage, without the express written permission of the Chief of Police is prohibited.

References:

Cloke, Kenneth, and Joy Goldsmith, *Resolving Conflicts at Work: Ten Strategies for Everyone on the Job*, John Wiley, 2011, (Pg. 190)

Spring 2020, LEPSL 580, Podcast 3.1, Retrieved from https://learn-us-east-1-prod-fleet01-xythos.s3.amazonaws.com/5c2103143e6a3/4396714?response-cache-control=private%2C%20max-age%3D21600&response-content-disposition=inline%3B%20filename%2A%3DUTF-8%27%27M3_Podcast_3.1_Audio_updated.mp3&response-content-type=audio%2Fmpeg&X-Amz-Algorithm=AWS4-HMAC-SHA256&X-Amz-Date=20200522T180000Z&X-Amz-SignedHeaders=host&X-Amz-Expires=21600&X-Amz-Credential=AKIAZH6WM4PLTYPZRQMY%2F20200522%2Fus-east-1%2Fs3%2Faws4_request&X-Amz-Signature=6e28ed78f20c4172ebdc872051ef776469d4b37fd1d52b476167643bfb7ac077

