

Problem Solving and Decision Making Standard

This standard evaluates an officer's competence to define and resolve problems in accordance with department expectations.

Meets Standards: Yes

The officer recognizes problems that justify a department response. Officer understands the difference between a law enforcement complaint and a civil matter. The officer thinks through and develops realistic options for problem resolution by (1) Accurately identifying the exact nature of the problem/issue, (2) Identifying multiple options for resolving the situations, (3) Selecting the most viable of the available options and justifying why and (4) Following through on a plan of action to resolve the situation. Officer utilizes recall of information from prior situations/contacts, to expedite problem resolution. Officer's problem solving and decision-making skills are clearly evident during actual calls for service, street contacts and well as during verbal or physical training scenarios.

Meets Standards: No

Officer fails to recognize problems or civil complaints that are not the department's responsibility. Officer fails to think through and develop realistic options for problem resolution. Officer is unable to accurately identify the exact nature of the problem/issue, identify multiple options for resolving the situations, identify and select viable options, justify the selection of the course of actions or follow through by articulating a plan of action or resolve the situation. Officer fails to recall information from prior/similar situations in order to expedite current problem resolution. Officers' problem solving and decision making skills are compromised and/or absent during actual calls for service, street contacts and well as during verbal or physical training scenarios.