

## **POLICE MAJOR**

### **STUDY GUIDE**

A written examination for the class of **POLICE MAJOR** administered in **KENNER** will consist of two parts which will be administered during separate exam sessions. The multiple-choice examination will be administered during the first exam session at **9:00 a.m.** and a direct writing exercise will be administered during the second exam session beginning at **1:00 p.m.** on **JULY 10, 2012**. You must take both parts of the examination in order to receive a grade, although the primary weighting of the total exam results will focus on the multiple-choice examination. A complete description of the subject areas to be evaluated follows:

#### **MULTIPLE CHOICE EXAMINATION**

The multiple-choice examination will consist of approximately **100** questions in the following subject areas:

<b>SUBJECT AREA/KNOWLEDGE</b>	<b>APPROXIMATE % OF EXAM</b>
<b>POLICE ADMINISTRATION</b> Knowledge of the principles of effective police service administration, involving management theory and organizational behavior; planning, organizing, directing, inspecting, and evaluating departmental operations; personnel management, training; budget review; and property control.	44.0%
<b>RECORDS/REPORTS</b> Knowledge of effective records-management practices, including preparation, content, format, control, and retention; and knowledge of effective report preparation procedures, including the compilation, analysis, and organization of data into an effective written format for reports.	12.0%
<b>SUPERVISION</b> Knowledge of the practices and techniques used in effective supervision in order to plan, organize, direct, and evaluate the work of subordinates; to resolve conflicts; and to maintain discipline.	28.0%
<b>PUBLIC RELATIONS</b> Knowledge of effective public relations practices which foster a positive public image of the department through contact with other agencies, and the public.	8.0%

<b>SUBJECT AREA/KNOWLEDGE</b>	<b>APPROXIMATE % OF EXAM</b>
<b>SPECIAL TACTICAL OPERATIONS MANAGEMENT</b>  Knowledge of the procedures for conducting special tactical operations such involving sniper situations, bomb threats, hostages, and natural disasters or catastrophic events.	8.0%

### **DIRECT WRITING EXERCISE**

Ability to effectively communicate in writing in the form of reports, correspondence, or memoranda, by analyzing the problem and potential responses, gathering and organizing supporting data, and composing the written document to accomplish the desired objective.

This portion of the examination is a management simulation exercise. You will be asked to respond by letter to a particular problem based upon your administrative ability and other information which will be provided to you. Your grade on this portion of the examination will be based not only on your writing skills, but also on your management skills in deciding how to handle the problem, as well as your public relations ability in handling a sensitive issue. The following dimensions will be used to evaluate your written response:

### **SUBJECT AREA/KNOWLEDGE**

#### **NO. 1 - WRITTEN COMMUNICATIONS:**

Ability to communicate a particular message in written form by using appropriate syntax, correct grammar, and punctuation. Ability to appropriately organize the written communication for clarity and to achieve its desired purpose.

#### **NO. 2 - CONTENT PROBLEM ANALYSIS**

Ability to identify the problem, analyze relevant information while relating data from different sources, and determine appropriate response.

#### **NO. 3 - INTERPERSONAL RELATIONS**

Ability to be sensitive to the concerns of others and have empathy for their point of view. Ability to work in a politically charged atmosphere with political sensitivity, diplomacy, and tact.

## REFERENCE LIST

While the entire list of reference material will be useful to you in your preparation for the upcoming examination, the **majority** of test questions are sourced from those references listed under the Primary List.

### PRIMARY REFERENCE MATERIAL

**EFFECTIVE SUPERVISORY PRACTICES/Better Results Through Teamwork**, 777 North Capitol, Washington, DC 20005, 4th ed, 2005. (NOTE: May also be obtained through **LSU Firemen Training Program**).

**SUPERVISION OF POLICE PERSONNEL**, Iannone N. F., Prentice - Hall, Inc.(Series in Criminal Justice), Englewood Cliffs, NJ 07632, 6th ed., 2001.

**POLICE ADMINISTRATION**, Wilson, O. W. and McLauren, Roy C., McGraw-Hill Book Co., New York, N. Y., 5th ed., 1997.

**LOCAL GOVERNMENT POLICE MANAGEMENT**, (Municipal Management Series), International City Management Association (ICMA), 1120 G St., N.W., Washington, DC 20005, 4th ed., 2003.

**EFFECTIVE PUBLIC RELATIONS**, Cutlip, Scott M./Center, Allen M./Broom, Glen M., Prentice-Hall, Inc., Englewood Cliffs, NJ 07632, 8th ed., 2000.

The local civil service board should make this study guide available to all applicants in whatever manner the board deems appropriate.

While there are no provisions requiring this office to provide study guides for any competitive or promotional examinations, such material will be provided as a service to assist applicants in preparing for an examination. The State Examiner's office has no control whatsoever over the local availability of reference material (mentioned in the study guides), nor do we feel constrained to limit examination questions to only that material which is available locally. Examination content, weighting of subject areas, and length of examination, may vary with each administration of an examination to reflect any updated job analysis information. Percentages and numerical estimations are provided as approximations.