

# CALIFORNIA HIGHWAY PATROL

## GENERAL ORDER 0.2

REVISED APRIL 2017

### DEPARTMENTAL MANAGEMENT PHILOSOPHIES

#### 1. MANAGEMENT PHILOSOPHIES.

a. The following concepts guide the Department's overall philosophy of enhancing public Safety, Service, and Security through a participative management program.

(1) Public Responsibility. The Department will continue its primary responsibility to anticipate and respond to the needs of the public which it serves. This is to be accomplished at each command level through ongoing analysis and planning. To maintain our professional response to public needs, the Department must investigate additional funding sources for the future. Dependent on availability of expertise and resources, the Department will encourage growth in those areas where there is a demonstrated public need.

(2) Leadership and Innovation. The California Highway Patrol has the reputation of being a leader in traffic law enforcement. The Department will continue to maintain or enhance its leadership role to better respond to public needs. All personnel must strive to improve the productivity, efficiency, and effectiveness of departmental operations. The Department will encourage managers, whenever possible, to identify, develop, and implement new ideas for achieving appropriate missions and objectives.

(3) Organizational Development. Supervisors and managers will be developed through training and experience to improve the Department's capability to excel in a changing environment. True and honest reflection, both individually and as an organization, are essential and we must embrace and understand the fact that each employee has a stake in the Department's success. Each employee has the opportunity and ability to achieve individual excellence and to make daily choices that greatly impact the Department. Each member of the Department must be willing to evaluate their own actions and demeanor from the perspective of the people we serve. Managers will manage their areas of responsibility through the strategic planning process, operationally implementing the Department's mission, vision, goals, and objectives.

(4) Personnel Development. Managers will develop their personnel to the fullest extent possible, including the establishment of individual accountability. As such, this development should reinforce that respect, dignity, fairness, and compassion should be extended at all times. The Department will continue to pursue and achieve realistic equal employment opportunity goals.

(5) Command Accountability. The Department will, through implementation of its participative management and planning philosophies, continue to promote responsibility, accountability, and decision making at each command level. Command accountability shall include implementing a unified vision consistent with the Department's commitment and responsibility to public service.

OFFICE OF THE COMMISSIONER

OPI: 003