



CASE STUDY: MORALE BOOST VIA CAREER DEVELOPMENT

Delta Police Department

- British Columbia, Dec 2023



Background

In the third quarter of 2023, the Delta Police Department collaborated with Performance Protocol's Career Development Program (CDP) to evaluate its effects on employee morale, well-being, and retention. The initiative involved both sworn and civilian staff and yielded significant improvements in wellness, reduced intentions to leave, and a cultural shift towards accountability and personal excellence.

The Situation

Despite being one of the highest-paid and top-rated law enforcement employers in Canada, the Delta Police Department faced challenges related to declining morale, increased retention risks, and gaps in employee well-being.

The Solution

The Chief of the Delta Police Department recognized the potential benefits of the Performance Protocol's CDP and introduced it to the Command Staff. This led to the implementation of a three-month pilot in the third quarter of 2023, which produced significant positive outcomes and prompted an expanded agency-wide implementation.

The Approach

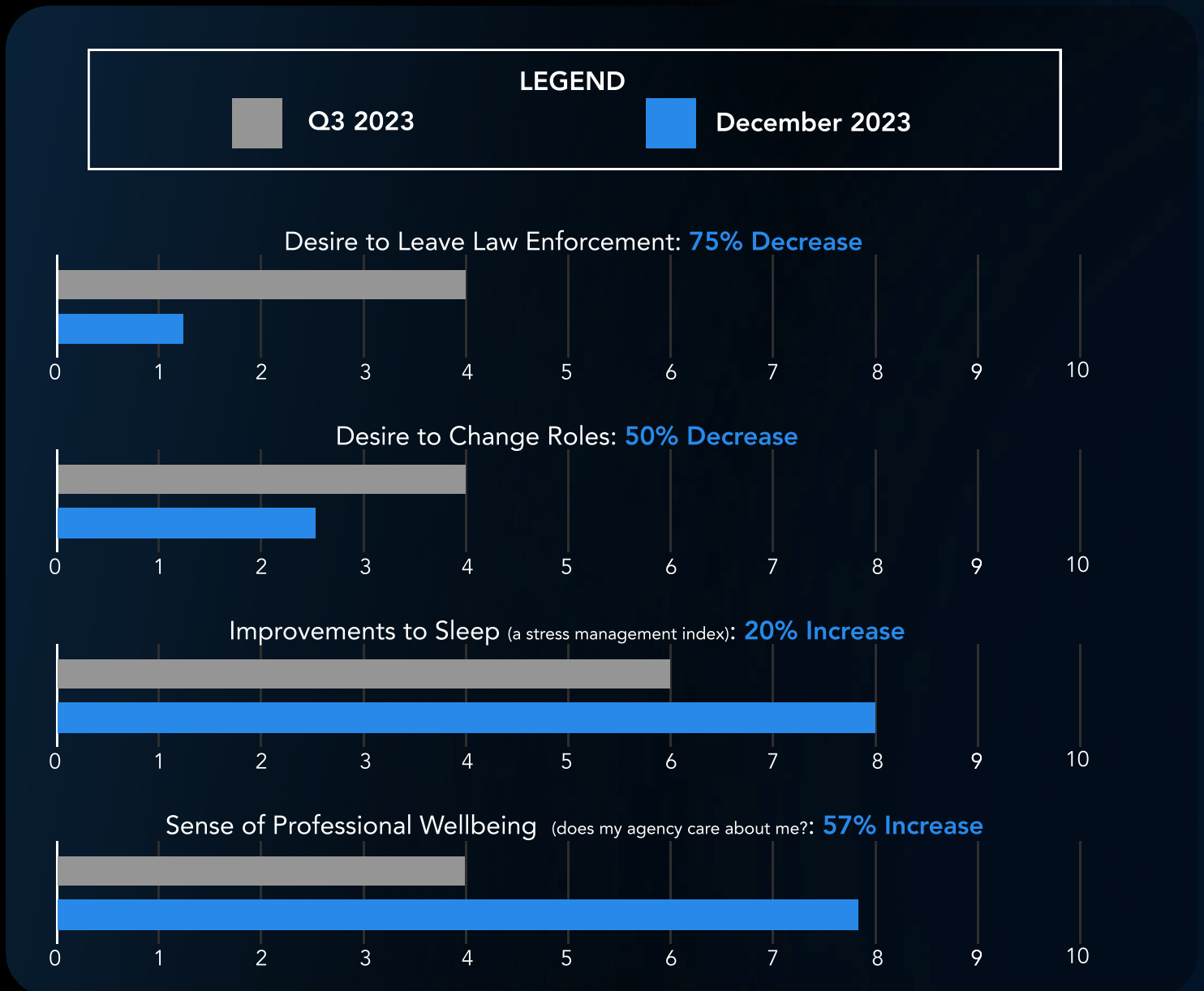
The department initially allocated 11 slots for sworn and civilian employees for the CDP pilot. Participation was voluntary, facilitated through an introductory video, and participants were selected on a first-come, first-served basis. Participants underwent a one-hour, in-person onboarding session to understand the program structure, tools, and registration process. They then chose their career development coaches and scheduled individual virtual sessions. Metrics for personal and professional growth were collected at the start and conclusion of the 90-day period, demonstrating the program's effectiveness.

Top Topics Covered

- Morale Enhancement Through Coaching
- Motivation Of Front-Line Supervisors
- Physical Health
- Leadership Challenges Such As Mental Blocks And Negative Thinking
- Stress Management And Family Relationships

Results

The CDP pilot at Delta Police Department showed significant engagement, with participants averaging 4.1 sessions per month. This high level of participation indicated a substantial demand for career support beyond existing resources. The pilot resulted in no employees considering departures or role changes, marked improvements in attitudes towards the agency and colleagues, and a notable shift in participants' views on their roles and well-being. A notable outcome was the participants' proactive efforts to recruit others to law enforcement and the agency.



Key Lessons Learned

The pilot revealed that many officers were at high risk of turnover, faced severe stress, and had unaddressed well-being issues such as insomnia. These challenges posed risks not only to operational effectiveness but also to public safety. The pilot underscored the necessity of this customized development approach, evidenced by a high participation rate and the substantial benefits realized.

Post-Pilot Findings

Post-survey data indicated a decrease in turnover risk and significant enhancements in well-being, especially among officers who frequently used the program's services. These benefits were not replicated by existing department resources, underscoring the unique value of the CDP.

Key Takeaway

The Career Development Program is adaptable to each officer and agency, with some participants experiencing breakthroughs in a single session and others seeing gradual improvements over time. The primary measure of success is the results achieved, not merely the number of sessions or duration spent. The pilot demonstrated that the CDP could significantly reduce turnover, enhance officer well-being, and foster a culture of wellness and psychological resilience, proving to be an invaluable resource for the Delta Police Department.

Post-Intervention Results

Following the career development pilot, post-survey results at the Delta Police Department (DPD) indicated positive shifts, including reduced turnover risk and enhanced well-being among officers, particularly those who engaged with Performance Protocol's (P2) career development services. These findings suggest that broader and more frequent implementation of career development initiatives could yield even greater benefits (Performance Protocol, 2024).

Universal Benefits Of Professional Career Development

The data highlights the widespread advantages of professional career development, encompassing improved self-awareness, confidence, accountability, self-care, work performance, communication skills, and interpersonal relationships. These benefits are consistently documented across multiple sectors.

Implications For Department-Wide Application

The pilot's participants may reflect broader trends within the DPD, suggesting that a significant portion of the force could be experiencing similar turnover risks and well-being challenges. A department-wide rollout of P2 career development services could reduce turnover, stabilize the workforce, enhance officer well-being, and promote a culture of wellness and psychological health.

Officer Perceptions And Recommendations

The post-survey revealed strong support for career development, with 75% of completing officers affirming the benefits of P2 services for themselves and their peers, and the remaining 25% also acknowledging potential value. These results indicate a broad consensus on the intervention's effectiveness. The findings advocate for discussions on expanding the career development program to strengthen the department's resilience against turnover, stress, and well-being concerns.

Want to see what Performance Protocol could do for your agency?

Visit our website at www.performance-protocol.com or contact us to setup a discovery call to learn more about the full suite of recruitment and retention services offered. [Click here to contact us.](#)

END OF CASE STUDY.

Contact Us

1305 W. Auto Drive, Tempe, Arizona 85284

www.performance-protocol.com

info@performance-protocol.com



PERFORMANCE PROTOCOL
RECRUIT. DEVELOP. RETAIN.