



## Hernando County Sheriff's Office

P.O. BOX 10070 – BROOKSVILLE, FL 34603-0070 FAX 352 796-0493 PHONE 352 754-6830

### Media Release

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From: Kasey Johnson  
Community Relations Coordinator, 352-797-3660

Re: HCSO Hosts American Jail Association Conflict Management Training

Date: January 31, 2024

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In October of 2023, the Hernando County Sheriff's Office agreed to host an American Jail Association (AJA) on-site Training and Professional Development course called 'Managing Staff Conflict' instructed by Professor Sam Davis from Michigan State University.

Professor Davis, a retired Major, served as the Jail Administrator at the Ingham County Sheriff's Office, in Mason, Michigan, until his retirement in 2017.

An AJA certified Jail Manager, Professor Davis graduated from the Corrections Academy and the 83rd Mid-Michigan Police Academy. He trains on Workplace Diversity, Leadership, Ethics, Jail Operations, Objective Jail Classification, and more. Sam holds a Master's Degrees in Education and is an Adjunct in the School of Criminal Justice at MSU.

Professor Davis chairs the Training and Professional Development Committee for the Board and the Leadership Track on the Conference Planning Committee and is a Lifetime Member of the AJA.

This seminar is designed for those who are seeking tools to help them succeed in the correctional environment. This interactive seminar provides the opportunity to learn from both attendees and instructors. Exercises demonstrate real-life applications to what is learned during the seminar.

At the end of this course, participants will:

- Understand the types, causes, and manifestations of conflict in the workplace.

- Learn the communication techniques that positively influence others in a conflict situation, such as assertion, active listening, and facilitation.
- Apply the five phases of effective conflict resolution: prepare, listen, acknowledge, respond, and resolve.
- Manage cultural expectations and differences that may contribute to conflict.
- Develop skills for quick stress relief and emotional awareness amid a perceived attack.

The two-day training took place January 29th and 30th, with 25 participants from all over Florida and the country. In addition to our Hernando County Sheriff's Office participants, representatives from other areas included Brevard, Clay, Orange, Osceola, Pasco, Pinellas, Putnam, Seminole Counties, along with an attendee from the Charleston County Sheriff's Office in South Carolina.



