



ILEA

INSTRUCTOR POLICIES AND PROCEDURES

I. Welcome to ILEA Bangkok

Simply put, ILEA Bangkok will offer instructors new to Asia a teaching experience they probably have not encountered before. ILEA Bangkok is unique amongst the other Academies in that the eleven participating countries (thirteen, when you count the Special Administrative Regions of Macau and Hong Kong) in this regional ILEA *all* send students to *every* course. The participating countries want it that way so they may take full advantage of the networking possibilities with having all ILEA countries together at every course. That helps fulfill an important objective of the ILEA mission. Although all Asian, these thirteen countries bring to ILEA different cultures, creeds, and most important to you as instructors, languages and professional expertise.

When presenting instruction, trainers must acknowledge the different skill and experience level amongst the participants. Some of the participants will represent police agencies that are modern professional institutions and will be familiar with and experienced in most, if not all, of the training offered. Other participants will come to ILEA having never encountered formal police training in any form. Their training may only consist of on-the-job training, and they most probably will not have any experience in sophisticated, trans-national criminal problems. So, your classroom will be filled with the full range of police experience. You will find it necessary to tailor your presentations to overcome this arrangement.

At ILEA Bangkok, we have found the language issue to be the foremost potential instruction/learning problem. None of the students speak English as their native tongue, and in any given course, approximately 60% of the students will neither speak nor read English. As all of the ILEA instruction is in English, this could pose a problem. At ILEA Bangkok, we have tried to ease the issue. We have simultaneous interpreters in Mandarin Chinese, Bahasa Indonesian, Vietnamese, Thai (which the Lao students also understand), and Khmer (Cambodian). We have also endeavored to translate the important handout material, namely, the PowerPoint slides you will use, into the five other languages, so the students may follow along during your presentations.

In order to make this arrangement work, you as instructors must cooperate to ensure the students get as much out of your presentations as they may. ILEA policy is for instructor PowerPoint slides to be standardized and remain unchanged, regardless of instructor changes by an agency. Each instructor may put his or her own emphasis on a point or technique, but the slides need to remain constant simply due to the difficulty in getting new slides translated for every course. Our interpreters do the needed translations during down time, but that is only possible a few times during the year as ILEA runs a busy training schedule that keeps the interpreters in class most of the time.



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Another important point for instructors to remember is the language comprehension problem. Although many of the students do speak English, such as our students from the Philippines, Malaysia, Singapore and Hong Kong, English is not their first language, and they often have problems keeping up with the speed and terminology of the instructor. Slowing down, and especially, pausing briefly at the end of a sentence or thought will help them keep up, and will also help our interpreters keep up.

Instructors presenting at ILEA Bangkok should review the attached document “Guidelines for Working with Interpreters” which was put together by the interpreters at ILEA Bangkok. These guidelines will ensure that the students will get the most information out of your presentation.

II. Administrative Issues

1. **IMPORTANT:** communicate with ILEA before you arrive in Bangkok. Email is the easiest way, and our website has information about ILEA that you will find interesting.
2. Without exception, all instructors must obtain **country clearance** before entering Thailand. This is a regulation without exception. Thailand has numerous US personnel here at any given time on temporary duty, and it is imperative that the Embassy knows who is here and where you will be during your time in Thailand. Country clearance is normally obtained via unclassified cable. For details on cable preparation, contact ILEA. ILEA will transmit country clearance via cable to the individual instructors.
3. ILEA will make hotel reservations for instructors upon request. Tourism and business has been increasing over the past year and many hotels are booked weeks in advance and charge much more than the current US Government per diem rate. Contact ILEA at least three to four weeks in advance with information of the instructor names and their arrival and departure dates, so ILEA can ensure that you have a quality room at the US Government per diem rate.
4. Instructors requiring additional or special equipment, props, breakout rooms, etc., must notify ILEA in a timely manner before arrival.
5. Mailing training material to ILEA requires it be sent at least four to six weeks before a scheduled course date via US Mail, to:

ILEA
AmEmbassy, Bangkok
Box # 8
APO AP 96546



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6. Instructor arrival. Instructors are authorized to arrive in Bangkok two business days prior to instruction. Instructors must proceed through immigration and customs. Instructors should change approximately \$50.00 USD into baht (just in case) before leaving the airport. Money exchange services are located just outside of the doors after passing through the Customs area. After exiting the Customs area and passing the money exchange services, Instructors should locate the hotel driver (holding sign with hotel name, instructor name on clipboard). Instructors pay for transportation expense from airport (not more than \$20), a reimbursable expense that is usually added to your hotel bill.

7. Instructors can call, if needed:

Program Director David Lytal, Office: 66-2-973-2220, Cell Phone: 66-2-905-8866, Fax: 66-2-973-2226

Deputy Director Audrey Reil, Office: 66-2-973-2220, Cell Phone: 66-1-840-2573, Fax: 66-2-973-2226.

Deputy Director Mark McMahan, Office: 66-2-973-2220, Cell Phone: 66-1-850-2144, Fax: 662-973-2226.

(If calling locally from Bangkok, callers need to drop the country code 66 and replace it with a 0, ex. 66-2-973-2220 changes to 02-973-2220 when called from a phone located in the Bangkok calling area.

8. Transportation from the hotel to ILEA is the responsibility of the Instructor (see attached map). Taxis or rental vans may be utilized. ILEA Bangkok is located on the grounds of the Royal Police Sports Club. The location isn't familiar to most taxi drivers and has no street name or "soi" number. Therefore, ILEA recommends that a van service be utilized when an instructor team will be in for a week or longer. Private van services are not expensive. However, van services at the hotels are extremely expensive. You can contact ILEA if you wish to get a list of English speaking services.

9. All lodging and meals are the responsibility of the Instructor. A buffet lunch is served in the ILEA cafeteria for ILEA students. Instructors are welcome to have lunch there with the students. The fee for lunch for instructors is 200 Thai Baht (approx. \$5.00). Instructors wishing to eat lunch at ILEA can pay the lunch fee to the receptionist located at the desk as you enter the front door at ILEA.

III. The ILEA Training Process

1. ILEA will provide an overhead projector, computer projector, 35 mm slide projector, multi-system VCR, flip chart and office supplies as needed. It is recommended that the instructor bring his or her own laptop computer.



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2. Instructors must provide ILEA a hard copy of their presentations, and computer disk of class presentations and a complete set of all handouts/videos for the ILEA library.
3. In the classroom. Instructors are requested to arrive 30 minutes prior to the scheduled start time of class (the first class starts at 0900hrs.). ILEA recommends that the students be given a ten (10) minute break every hour, but the instructor may structure a class as he or she needs.
4. Meals. ILEA provides lunch to the students from 1200-1300hrs and a coffee break every mid-morning, and mid-afternoon. If you wish to change the lunch schedule please see an ILEA staff member in advance. That staff member will work with the lunch room staff to make any necessary changes.
5. Instructors are invited to the ILEA-hosted student farewell dinner, which normally occurs on the last Thursday of a course.
6. Each course has a Thai class counselor. Use that counselor to assist you in handouts, getting students back into class after breaks, etc.
7. Check all materials, equipment and resources that you require before class. Make sure that you have **everything** you need and that it is in place and ready to go at least 30 minutes before class.
8. Break often, (you don't want your participants falling asleep on you) this doesn't mean sending them out for coffee every 10 minutes! Setting an activity that gets them up, moving and doing something different can also constitute a break!

IV. Instruction Strategy

1. The following is provided to assist those who may not have instructed at ILEA Bangkok before, or have yet to instruct in a multi-lingual program. It is hoped this information will assist you, the instructor, in providing an enjoyable, professional, and interactive session to our participants.

Adults absorb information in different ways:

Visual – I see.

Audio – I hear.

Kinetic – (Practical) – I do [hands on].



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Instructors that present information in all three of these areas improve the probability that all participants have an opportunity to absorb the information. You will be working in a multi-lingual environment (six languages). This means that it becomes even more important to work within the above environments, particularly visual and kinetic, to guarantee learning. **ILEA students continually request that we offer more “hands on” or problem solving training.**

V. Handy Hints for PowerPoint Presentations

1. Remember that PowerPoint presentations need to be read to the participants by interpreters (unless translated into their language), therefore they should be simple and to the point, not cluttered or hard to read.
2. They also need to be highly visual, as many of the participants will not read English well so you need to utilize other techniques to convey your message.
3. Watch color choices, use colors which contrast sharply with your background, otherwise the PowerPoint will be difficult to read from the back of the classroom.

This is bad....

Self Management

- HOW SUCCESSFUL YOU WILL BE, BOTH IN YOUR STUDIES AND IN LIFE GENERALLY, DEPENDS GREATLY ON THE ATTITUDE YOU HAVE.
- OUR ATTITUDES TO LIFE IN GENERAL AND WORK IN PARTICULAR HAVE A PROFOUND EFFECT ON OUR BEHAVIOR

"the longer I live, the more I realize the impact of attitude on life. Attitude, to me is more important than facts. It is more important than the past, than education, than money, than circumstances, than failures, than successes, than what other people think or say or do. It is more important than appearance, giftedness or skill. It will make or break a company..... A church.... A home. The remarkable thing is we have a choice everyday regarding the attitude we will embrace for that day. We cannot change our past... we cannot change the fact that other people will action in a certain way. We cannot change the inevitable. The only thing we can do is play on the one string we have, and that is our attitude... I am convinced that life is 10% what happens to me and 90% how I react to it. And so it is with you... we are in charge of our attitudes."

(Charles Swindoll)



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This is good....

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| <p>Objective</p> <p>To create better results from better investigation management</p>  | <p>ACTIVITY 1</p>  <p>In your own group... Define What is Management.....</p> <p>Write down that definition so that you can read it to the class.</p> |
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VI. Use of the Interpreters (Also see Guidelines for Working with Interpreters)

1. The interpreters are your best friends when working in a multi-lingual environment so make sure that you look after them! Make it a point to meet with them before class and during breaks and ask them if they have any questions about your presentation. If they don't "get it," the students they're interpreting for surely won't "get it."

2. **Provide all interpreters with a copy of your PowerPoint and any other handouts that you intend to give to the class the day before your presentation.** This allows them to study your presentation and notes before you commence. Forewarned is forearmed. They will be able to interpret much faster, and concentrate on your words, not what is on the screen.

3. Make sure that you use your microphone, otherwise the interpreters will not be able to hear you.

4. Ensure that your participants also use their microphones so that they too can be heard. When a participant asks a question, repeat it to ensure that you understand the question.

This also provides the interpreters the chance to correct any misunderstandings as they translate it for the benefit of the class.

VII. Conclusion

Hopefully this information has given you some handy ideas that you can put towards your presentation here at ILEA Bangkok. Don't forget; if you are not sure of anything then ask the ILEA staff. But remember the most important thing of all make this a valuable and enjoyable trip for the participant and YOU. If you are enjoying yourself, and have demonstrated an interest and knowledge in what you are doing, then the participants will enjoy themselves, will take an active part in what is going on, and they will learn!