Lynchburg Police Department
2026 Police Captain Promotional Process
Dimensions

Community Relations
Identifies, understands, and addresses the needs and concerns of community members. Maintains a public service/community-focused orientation. Exhibits tact and political awareness while working with the public. Understands public perception and the need to represent the department in a professional manner. Demonstrates cultural sensitivity for various demographic and societal groups. Maintains an awareness of issues facing the community locally and across the country. Maintains an awareness of community programs, agencies, and other resources that are available to assist individuals in need. Takes a proactive approach to build relationships with members of the community.
Critical Thinking and Planning
Sizes-up a situation to identify the problem(s). Weighs the risks and benefits of options with careful and thorough consideration before choosing the appropriate action. Gathers and evaluates information to aid in the decision-making process. Generates unique (i.e., outside the box) ideas to solve problems. Develops short- and long-range plans and goals that align with the objectives of the department. Understands the short- and long-term consequences of decisions and actions. Foresees problems and proactively addresses them. Foresees opportunities and strategically takes advantage of them. Delegates, coordinates, and follows through on tasks and assignments. Prioritizes and organizes work tasks to meet goals and timelines while maximizing staff and resources. Utilizes various pieces of information to aid in problem solving and to determine where linkages and relationships may exist. Makes independent decisions based on laws, department policies and procedures, and common sense; uses good judgment. Adapts plans and schedules to meet changing priorities of work objectives. Assesses needs, develops project scope and timelines, and ensures projects are completed on time and within budget. Researches, analyzes, compiles, prepares, and presents technical data/information and reports. Analyzes all relevant facts in order to make sound and timely decisions.
Interpersonal Skills
Demonstrates compassion and understanding for others; acts sympathetically/empathetically when appropriate. Applies an appropriate interpersonal interaction based on the situation. Builds trust and a rapport with others. Collaborates effectively with others to reach a mutually agreeable solution and/or accomplish a task. Develops and maintains constructive and cooperative working relationships. Works to de-escalate situations by remaining calm, courteous, and professional. Maintains an awareness of how one's behavior impacts others. Responds receptively and acceptingly of others' opinions and ideas; remains open-minded. Acts as a consensus builder and negotiator in order to garner the desired result.
Leadership/Management
Monitors tasks and activities of subordinates. Evaluates subordinates' performance in an objective, impartial, and equitable manner. Recognizes areas for improvements in subordinates and determines an effective course of action, such as training, developmental measures, and/or discipline. Maintains accountability and responsibility for the actions of subordinates and oneself. Mentors, coaches, motivates, and/or develops subordinates to achieve the highest level of performance. Encourages the participation of subordinates in the accomplishment of tasks. Resolves employee issues and disputes. Understands and upholds the department's values/policies and instills these within subordinates. Separates feelings from the issues at hand. Acts assertively and with authority as the situation demands in order to lead others. Demonstrates dedication to the job and loyalty to the department. Conducts

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oneself in a professional and appropriate manner to represent the department, set an example for subordinates, and serve as a role model. Shows a commitment to professional development. Exercises discretion in dealing with sensitive information. Remains calm and composed in frustrating or difficult situations to ensure work is conducted in a professional manner. Maintains a positive and productive work environment. Implements policies and procedures for the accomplishment of goals. Solicits feedback from subordinates regarding issues facing the department and the community. Recognizes bias (implicit and explicit) within subordinates through interactions, review of body-worn camera footage, etc., and rectifies any identified concerns. Recognizes hiring/recruiting practices that promote diversity in an agency. Communicates effectively up and down the chain-of-command (i.e., with subordinates and superiors) in order to relay pertinent information that impacts others within any level of the department.
Oral Communication
Communicates clearly, concisely, and effectively with others. Uses proper grammar and vocabulary. Uses proper terminology. Conveys information in an understandable manner. Communicates in a manner that results in de-escalation of a situation. Presents information in a manner that engages the audience. Presents information in an organized fashion (including providing clear opening/closing statements and proper summaries of information). Gathers information from others; asks probing questions. Participates in active listening by remaining attentive, asking questions for clarification, and comprehending the speaker's message and intent.

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