

What they'll learn by studying *Brave Hearts*

1. Interesting descriptions of the many different kinds of work undertaken by a law enforcement agency: SWAT, undercover work, computers and other technology, homicide, vice, drugs, and the myriad of everyday crime responded to by the backbone of any law enforcement agency – the patrol force.
2. Importance of mentoring, talking to and observing people with more experience on the job. Several officers talk about how crucial supervisors who were generous with their time and expertise were and that one of the most important lessons was not to react emotionally. Almost everyone in *Brave Hearts* talks about a relationship that had a great impact on their careers when someone who had been on the job for a while took the time to mentor them.
3. The myriad of skills needed to become an effective police officer.
4. Complexities of undercover work including the problem of isolation leading to making friends with the people you are investigating;
5. Emotional repercussions following an officer-involved shooting: hearing loss, sleep disturbances, flashbacks and other symptoms of PTSD, feelings of guilt and remorse, marital problems that arise when the traumatic incident is not discussed with one's spouse or significant other.
6. Training, training, training: the key to staying safe on the street.
7. Reasons agencies have such detailed policies and procedures following an officer involved shooting and why those procedures are important.
8. 15 profiles of people who demonstrate through their lives and work what it takes to be a successful cop including a strong work ethic, ability to stay calm under pressure, compassion for victims and the courage to risk one's own physical and mental health to help them, good communication skills and ability to be persuasive.
9. Importance of learning when to negotiate and when to exert authority/force.
10. The stress that is a given for law enforcement officers: shift work, poor diet, seeing people at the worst moments of their lives, endless paperwork, colleagues who are negative, colleagues who are corrupt, tendency of the media to cover negative aspects of police and law enforcement work, violence, sadness and the difficulties making a marriage work when one person has no experience with what the police deal with.
11. Rewards of a career in law enforcement. Every officer profiled in *Brave Hearts* viewed that were lucky to have a career in law enforcement; that they personally had a legacy, that their life had meaning and that their work and effort made the world a better place.
12. Discussion about the frustrating parts of the job: not getting the warrant when you know the person is guilty, the victim who refuses to testify, life in the Academy, animosity provoked by the media when they misrepresent the facts to sensationalize their story.
13. Tensions between the sexes.

14. The culture of law enforcement: bureaucratic, paramilitary, top-down.
15. How race and gender impacts people in law enforcement.
16. Problem of burnout. Why it happens and ways to avoid that common pitfall for cops.
17. Dangerous nature of domestic violence calls and the best tactics to use when responding.
18. Frustrating nature of many criminal investigations.
19. Temptations on the job and why it's dumb to succumb.