COMMAND PRESENCE TRAINING™

> **A leader is great, not because of his or her power, but because of his or her ability to empower others.**
> **- John C. Maxwell**

PROFESSIONAL DEVELOPMENT TRAINING

Think, Act, Prevail:
Critical Skills for Citizen Contacts

Train the Officer. Mentor the Leader. Shape the Future.



March 8,2027
8:00 AM - 5:00 PM

Kalamazoo Department of Public Safety
100 E. Alcott St.
Kalamazoo, MI 49007

8-hour course

REGISTER NOW

About This Course

Public interactions define the profession.

This 8-hour course equips officers with the skills to engage citizens professionally while maintaining officer safety. Participants examine how communication, decision-making, and emotional control influence outcomes during everyday contacts.

Officers should not have to choose between safety and service. This course focuses on strengthening both.

Who Should Attend?

This course is designed for Sworn Personnel, First-Line Supervisors, and Field Personnel who interact with the public.

Course Topics

- Threats to Officer Safety
- Think CLEAR Approach
- Knowledge of Authority
- Emotional Intelligence
- Citizen Contacts
- Decision-Making Under Pressure

Registration Information

$199/student

$169/student
Early Bird until 12/7/26

$199/student
Groups of 3+

Scan the QR code to view our entire training schedule.

Contact us
(833) LE-TRAIN
(833) 538-7246
info@commandpresence.net
www.commandpresence.net

REGISTER NOW