



**COMMAND  
PRESENCE**  
TRANSFORMING GOOD OFFICERS INTO GREAT ONES



## Dynamics of Officer/Citizen Encounters

### Increased Officer Safety and Public Safety

Police interactions with citizens are in the national spotlight. What previously wouldn't have made the local paper now makes national news. Officers need tools to effectively engage citizens in a professional manner without compromising their own safety in the process. That's why Dynamics of Officer/ Citizen Encounters was created. Through guided discussions, video analysis and case studies, participants will examine:

**Current Research about the Threats to Officer Safety**

**Going Beyond the Buzzwords: A New Look at De-escalation**

**Know Your Authority: Keeping Contacts Lawful**

**Adaptive Decision Making: Tools for Increased Safety**

**What Pushes Your Buttons? Improving Emotional Intelligence**

**Unconditional Respect: An Officer Safety Tool**



"Literally the best training I have received in regards to officer safety (outside of hands-on practice). My expectations were completely blown away (and exceeded). The day flew by. Enjoyed the instructor who was engaging, passionate about the subject, and obviously knowledgeable. "

- Officer Brian Spykerman,  
Holland Department of Public Safety

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