



January 25, 2027
8:00 am – 5:00 pm

Think, Act, Prevail: Critical Skills for Citizen Contacts

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.

Course Topics:

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

8 hours

Who should attend?

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

Hosted by:
**Sault Ste. Marie City
Police Department**



Location:
**Sault Ste. Marie City Hall
225 E. Portage Ave.
Sault Ste. Marie, MI 49783**

MCOLES approved for 302 funds

Cost: \$229
Early Bird: \$199 (until 12/1/26)
Groups 3+: \$199 (until 12/21/26)
Registration: <https://bit.ly/4gfNB74>

Contact Us!

(833) LE-TRAIN
(833) 538-7246

info@commandpresence.net

**Scan the QR
code to view
our entire
training
schedule.**

