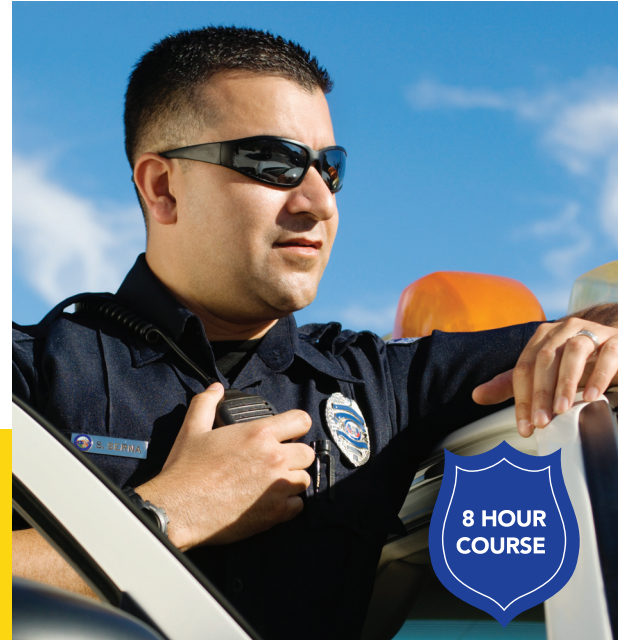




**COMMAND  
PRESENCE**  
TRANSFORMING GOOD OFFICERS INTO GREAT ONES



## 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**

**Host:**  
Oakland Police Academy

**Date:**  
May 15, 2019

**Time:**  
8 a.m. to 5 p.m.

**Location:**  
Oakland Community College - Auburn Hills  
2900 Featherstone Rd.  
Auburn Hills, MI 48326-2845

**Cost:**  
Before April 15, 2019: \$135.00  
After April 15, 2019 - \$150.00

**Registration:**  
Phone: (248) 232-4220  
Fax: (248) 232-4225



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