

FEDERAL LAW ENFORCEMENT TRAINING CENTERS

Critical Communication Skills in Officer/Citizen Encounters Instructor Training (G_XP_CCSITP-2305ASLTD)

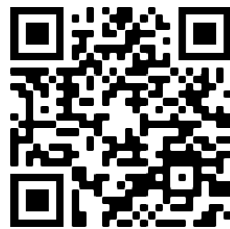
Metropolitan Community College Police Department

5300 N 30 ST, Omaha, NE 68111

August 14 – 17, 2023, 7:30 am – 4:30 pm each day



The Critical Communication Skills in Officer/Citizen Encounters Instructor Training Program (CCSITP) program is designed to train and teach law enforcement critical communication skills during law enforcement/citizen encounters. The skills are designed to defuse conflict through a greater understanding of diverse communities and different communication styles. The curriculum for these topics is supported by peer reviewed research and behavioral science. This program incorporates communication principles in order to avoid, neutralize, and defuse conflicts in officer citizen encounters, through lecture and scenario based exercises to practice the application of these skills.



No Tuition Fee

No Equipment Costs

Class Size is Limited

FLETC Application for
Student Training (FAST)

<https://sass.fletc.dhs.gov/fast>

- Training materials and scenario props will be provided by FLETC.
- Metropolitan Community College will provide 11 role-players for scenarios.
- Practical exercises to include: A traffic stop, a pedestrian stop, simulated store front, city sidewalk, front of a residence, and back door of a business.
- Affordable lunch options served onsite by the MCC Culinary Arts program with associated costs the responsibility of each participant.