



**COMMAND  
PRESENCE**

# Training That Challenges the Status Quo

2022 Training Catalog



**At Command Presence Training, we truly believe the student is more important than the teacher.**

**We exist to transform officers into their best selves. We have assembled an amazing team of veteran law enforcement trainers that are dedicated to the betterment of the most noble profession on the planet. In our classes you will not see endless presentation slides filled with bullet points and an instructor just reading slides. You will witness a method of presentation and storytelling like you have never seen before. To add to the unique presentation style, you will have trainers that actually make training fun. YES! You can have fun in law enforcement training and actually learn and enjoy. This is the type of experience we strive for in all of our classes.**

**[www.CommandPresence.net](http://www.CommandPresence.net)  
(833) LE-TRAIN**

# Leading Without Rank: For Those Who Aren't the Boss

Too many people – really good people – believe that you must have a formal authority position to be a leader in an organization. Nothing could be further from the truth. In fact, for organizations to truly be successful, leadership must be at all levels – including the frontline.

*Leading Without Rank* was developed with just those people in mind. This course will provide practical strategies that can be integrated into everyday life to improve individual and organizational activities.

- Defining Authority and Leadership
- Remembering Your “Why”
- Leading Your Peers
- Leading Up in the Organization
- Difficult Conversations – Why, How, When
- Leading Yourself
- What You Leave Behind – Your Legacy

**Appropriate Audience:** any agency member who is NOT in a formal leadership position

**Class Length:** 8 hours



# Stuck in the Middle: Supervising Between a Rock and a Hard Place

In the world of formal leadership positions, the ones “in the middle” often face unique challenges not found elsewhere. At this level, there are expectations and pressures from subordinates. There are also expectations and demands from above. And there are peer pressures from others in leadership positions as well.

In this course, focus will be given to dealing with issues from those above the leader in the chain of command, providing for those below them in the chain of command, all while building teams in the most efficient and effective manner.

- Feedback: How to Provide and Receive
- Urgent v. Important Tasks
- Working for “That” Boss
- Building Effective Teams
- Knowing Yourself Isn’t Enough
- From “Doer” to “Leader”
- The Art of Delegation
- Be the Leader Your People Deserve

**Appropriate Audience:** Any agency personnel, sworn or civilian, that are in a supervisory role that is not at the executive level

**Class Length:** 8 hours



# Not By Chance: Creating Great Culture Through Intentional Leadership

Leadership is a decision – it does not happen by chance. Leading high-performance teams to accomplish the mission must be done with intentionality.

Great leaders understand that organizational culture cannot be left to chance either. *Not By Chance Leadership* will look at the concept of Mission, People, and Ownership as the means by which leaders become inspirational change agents and create a culture which breeds success at all levels of the organization.

- People as our Greatest Asset
- Developing an Organizational “Why”
- “Own It” as the Organizational Norm
- Intentional Leadership as the Catalyst of Change
- Character and Competence as the Basis of Building Trust
- The 3 Keys to Effective Internal Communication

**Appropriate Audience:** Executive level personnel, both sworn and non-sworn

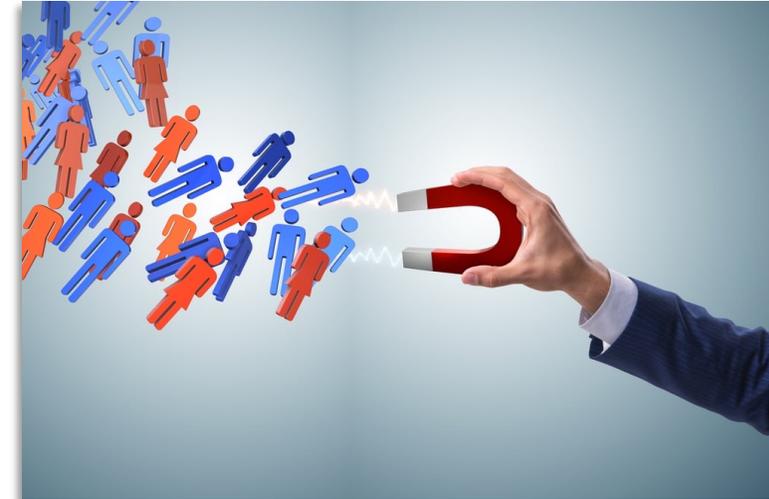
**Class Length:** 16 hours



# Find 'em, Hire 'em, Keep 'em: Why Culture Counts

Across the nation, public safety agencies are dealing with declining numbers of applicants and alarming turnover rates. Finding, hiring and retaining desirable personnel is becoming more and more difficult. Today's employees are shopping for the best "deal" while also looking for agencies with the right culture and opportunities.

*Find 'em, Hire 'em, Keep 'em* will provide insight as to why today's top talent are leaving agencies and provides suggestions as to how to keep them. Our facilitators will guide participants through the process of a 21<sup>st</sup> century style Recruiting, Hiring and Retention program that is grounded in proven concepts from both the public and private sector.



- Why Traditional Recruiting Techniques Are Not Effective
- The Most Sought After Personal Traits and Characteristics
- Best Practices Recruiting Plans and Recruiting Analysis
- Importance of Branding Your Agency
- Where and What Recruiting Locations Work
- Streamlining the Hiring Process to Meet the Applicant's Expectations
- Why Today's Top Talent Leaves and How To Keep Them

**Appropriate Audience:** Administrators, supervisors, recruiters, HR personnel, identified key personnel

**Class Length:** 16 hours



# Repairing Trust Not Just Windows: Policing WITH the Community

Fixing “broken windows” isn’t enough! The “broken trust” between law enforcement agencies and the communities they serve must be repaired first. The windows still get fixed, but only through repairing trust with better communication and reengineered strategies to address community concerns and fears. These, while also re-imagining your team members and agency to meet the expectations of the community you serve, is how trust is repaired AND the windows are fixed.



- The History of Community Policing
- Communication and Its Effects on Trust and Rapport
- The 5 Pillars of Rebuilding Community Trust
- The Role of Community Policing in Times of Crisis
- Using Social Media as a Tool in Community Policing
- Strategies for Establishing Successful Programs

**Appropriate Audience:** any agency personnel who interact with the public. Supervisors of those who interact with the public.

**Class Length:** 8 hours



# Succession Planning: Continuity for the Infinite Game

The reassignment or unexpected departure of agency members can leave some agencies unprepared. The successor has not been identified or "trained up" causing a break in the continuity of the organizational mission. Team performance is negatively affected and morale suffers.

Intentional succession planning provides for continuity in the infinite game of criminal justice. It prepares the agency for the unexpected and ensures smooth transitions in skills, positions, and leadership.

- Succession Planning- What It Is and What It Isn't
- The Necessary Components of a Succession Plan
- The Succession Plan as an Extension of and a Part of Retention Programs
- The Role of Mentoring in the Process
- Career Planning: Who's Responsibility?
- Leadership Development: Every Level, Every Person

**Appropriate Audience:** Administrators, supervisors, recruiters, HR personnel, identified key personnel

**Class Length:** 8 hours



# Dynamics of Officer/Citizen Encounters

Police interactions with citizens are in the national spotlight. What previously wouldn't have made the local paper now makes national news.

Too many training courses today leave officers with the impression that they must choose between good officer safety and positive citizen contacts. What officers need are 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.



- Current Research About the Threats to Officer Safety
- Think CLEAR: 5 Keys to Officer Safety Performance
- Communication: It's About More Than Just Talking
- Know Your Authority: Keeping Contacts Lawful
- Emotional Intelligence: The Most Important Tool on Your Tool Belt
- Adaptive Decision Making: Tools for Increased Officer Safety

**Appropriate Audience:** Sworn personnel and supervisors of those who interact with the public

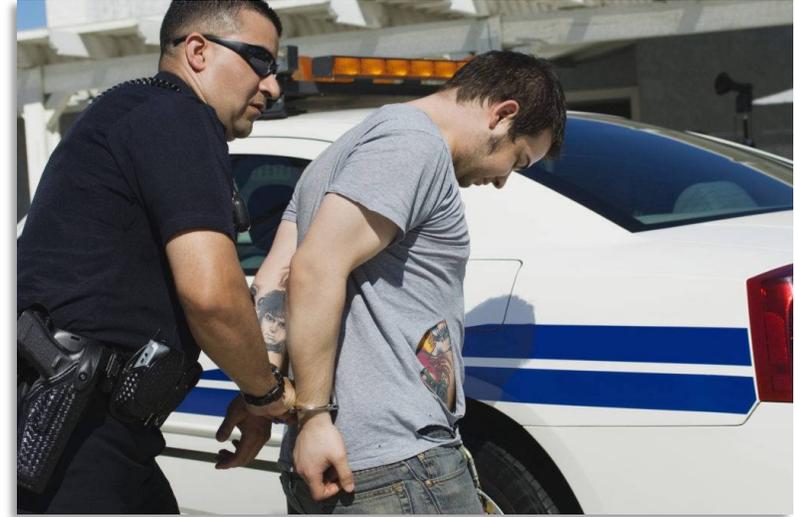
**Class Length:** 8 hours



# Decision Making: The Foundation of Reasonable Force

Few topics in law enforcement cause more public scrutiny than police use of force. Where the public once gave officers the benefit of the doubt when force was used. But now there is doubt and a demand for greater explanation.

*Decision Making: The Foundation of Reasonable Force* examines the factors that affect decision making under stress and provides practical tools to make reasonable use of force decisions, while simultaneously increasing officer safety.



- Current Use of Force Trends
- Legal Foundations of Reasonable Force
- The Science of Human Performance and Decision Making
- Improving Decision Making Under Stress
- CYA: Can You Articulate?
- Surviving the Aftermath of a Force Incident

**Appropriate Audience:** Sworn Personnel, Trainers, Supervisors, Investigators

**Class Length:** 8 hours



# De-escalation: Strategies For Best Possible Outcomes

De-escalation – the word that is perhaps thrown around the most when discussing law enforcement-related topics. Yet, it also is perhaps the most misunderstood and misappropriated word when addressing these topics as well. What is de-escalation? How should it be trained? Is it the “cure all” that many make it out to be?

This course addresses these questions and many more. Based on empirical research, the course will define de-escalation, address its limitations, provide strategies that give the best possible chance for a desirable outcome, and tactics to increase officer safety.



- The Truths of De-escalation
- Emotional Discipline: You Cannot Help Someone in Crisis if You Are in Crisis Yourself
- Dealing with Persons in Crisis: A Law Enforcement Dilemma
- Response Tactics for Best Possible Outcomes

**Appropriate Audience:** Sworn Personnel, Correctional Officers, Dispatchers, Trainers, Supervisors, Investigators

**Class Length:** 8 hours



# De-escalation: Strategies For Best Possible Outcomes

## Train-the Trainer

De-escalation – the word that is perhaps thrown around the most when discussing law enforcement-related topics. Yet, it also is perhaps the most misunderstood and misappropriated word when addressing these topics as well. What is de-escalation? How should it be trained? Is it the “cure all” that many make it out to be?

This course addresses these questions and many more. Based on empirical research, the course will define de-escalation, address its limitations, provide strategies that give the best possible chance for a desirable outcome, and tactics to increase officer safety.

Those who attend this course will be provided with all the material necessary to deliver the training to those within their agency. This includes PowerPoints, workbooks, and original sources of information.

- The Truths of De-escalation
- Emotional Discipline: You Cannot Help Someone in Crisis if You Are in Crisis Yourself
- Dealing with Persons in Crisis: A Law Enforcement Dilemma
- Response Tactics for Best Possible Outcomes

**Appropriate Audience:** Sworn Personnel, Correctional Officers, Dispatchers, Trainers, Supervisors, Investigators

**Class Length:** 8 hours



# Leading Edge FTO: Putting the “T” Back in FTO

Field Training Officers (FTOs) serve in one of the most critical roles of any organization. Beyond training new or lateral officers, they are key in building organizational culture. The Leading Edge FTO is designed for current FTOs and Supervisors and intentionally challenges the “the way we’ve always done it”. Over time, there has become less emphasis on training, to a focus almost entirely on evaluating and documenting. The real goal should be to train and mentor the next generation of officers to successfully serve their communities.

Regardless of the “system” (PTO, San Jose Model, etc.) this program focuses on the FTO being an exceptional trainer first with emphasis on HOW to teach trainees. Through guided discussion, group exercises, and video analysis, attendees will explore the following.

- The FTO as a trainer, not just an evaluator
- The role of the FTO as an agency leader
- How FTOs can become better coaches and mentors
- FTO accountability: for ourselves, our trainee, and our agency
- Documentation: what great agencies do that others don’t

**Appropriate Audience:** any agency personnel who interact with the public. Supervisors of those who interact with the public.

**Class Length:** 16 hours



# Transformational Trainer

Regardless of subject matter expertise or training topic, the role of the trainer is to enhance the performance of their students. The *Transformational Trainer* is an instructor enhancement program designed to help you focus on the "how to train" not just the "what to train".

The *Transformational Trainer* program is designed to challenge instructors to think differently about training to improve the quality of learning transfer so that work performance improves.



- Characteristics of the Transformational Trainer
- The Science of Learning: Making It "Stick"
- Generational Differences and Communication Styles
- Human Performance Factors That Affect Decision Making
- A New Look at Student Feedback
- Storytelling as a Trainer's Tool
- Eliminating Death by PowerPoint

**Appropriate Audience:** Course Developers, Trainers, FTOs, CTOs, Training Supervisors, HR Personnel, Administrators

**Class Length:** 8 hours



# Designing Exceptional Training Programs

Designing court defensible, evidence-based training is the cornerstone of enhancing student performance and safety, while also protecting agencies from accusations of "failure to train". Much of law enforcement training focuses on the quality of the instructor, but even the best instructors must have solid content to deliver to ensure peak performance by their staff.

*Designing Exceptional Training Programs* is designed to provide instructors, course developers, and supervisors with a simple toolbox to design training (in any topic) in accordance with a validated Instructional System Design (ISD) process.

- What Should We Teach? Determining Training Needs and Gaps
- Instructional System Design: The Road Map to Successful Training
- Why Do We Know What We Think We Know? Determining Valid Resources
- Lesson Plans: Yes, They're Really Necessary
- Designing Effective Handouts: Stop Making Copies of the Slides!

**Appropriate Audience:** Course Developers, Trainers, FTOs, CTOs, Training Supervisors, HR Personnel, Administrators

**Class Length:** 8 hours



# Essentials in Correctional Excellence

Tired of attending corrections training taught by people who have no experience in corrections? So are we! The work of Corrections Officers is one of the most physically and mentally challenging areas of law enforcement. That's why you deserve instructors who have done the job.

All of our instructors have walked in your shoes and faced the same unique challenges that you face. The 21st Century Corrections Officer must possess the physical, cognitive, and communication skills necessary to increase officer safety, while ensuring the safety of those they supervise.



- Intentional Awareness: Going Beyond “Keep Your Head on a Swivel”
- Emotional Intelligence: What Pushes Your Buttons?
- Conflict Resolution Skills to Increase Safety
- Enhanced Decision Making Under Stress
- Elicitation Skills and Deception Detection
- Understanding Inmate Profiles: The Key to Officer Safety

**Appropriate Audience:** Correctional Officers, Correctional Supervisors, Trainers

**Class Length:** 8 hours



# Leading Without Rank for Corrections: For Those Who Aren't the Boss

Working in Corrections is one of the most challenging professions in the world. A profession where leadership can mean the difference between life and death. Leadership is NOT just for those with formal rank. In fact, some of the best leaders in Corrections are the frontline workers.

*Leading Without Rank* was developed with just those people in mind. This course will provide practical strategies that can be integrated into everyday life to improve individual and organizational activities.

For correctional officers, taught by correctional professionals, this course will provide realistic ways to lead effectively in their agencies.

- Defining Authority and Leadership
- Remembering Your “Why”
- Leading Your Peers
- Leading Up in the Organization
- Difficult Conversations – Why, How, When
- Leading Yourself
- What You Leave Behind – Your Legacy

**Appropriate Audience:** any agency member who is NOT in a formal leadership position

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