

**Free Course**



## UPCOMING FLETC TRAINING

### August 11-14, 2025 Pearl, MS

THE FEDERAL LAW ENFORCEMENT TRAINING CENTERS  
PRESENTS

#### Critical Communication Skills Instructor in Officer/ Citizen Encounters Training Program

The Critical Communications Skills in Officer/Citizen Encounters Instructor Training Program, (CCSITP) is an interactive Center Advanced program designed to train and teach law enforcement academy instructors and field training officers (FTOs) effective and critical communication skills during law enforcement/citizen encounters. These skills are science-based and field-proven. 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.

Topics include: implicit bias/ explicit bias, duty to intervene, racial profiling, law enforcement, fairness, intercultural communications, rapport building, Cylinder Model of communication, Motivational Interviewing / ORBIT Model, and Cialdini's Principles of Persuasion are all based on settled behavioral science and peer-reviewed research. This program incorporates these communication principles in order to avoid, neutralize and defuse conflicts in officer citizen encounters, through lecture and lab exercises, to practice the application of these skills. "De-escalation" is the desired outcome during critical encounters.



— CLICK HERE —  
**APPLY NOW**

Hosted by the Mississippi Law Enforcement Officers' Training Academy

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FLETC Application for Student Training (FAST)

**There is NO COST for this class.**  
Applicant must be a state, local, or Tribal officer or  
agent. For full list of FLETC training being offered:

**FLETC Courses**



FLETC Course Catalog