



MICHIGAN MUNICIPAL  
RISK MANAGEMENT  
A U T H O R I T Y

## PUBLIC SAFETY LINE LEVEL LEADERSHIP FOR CIVILIAN STAFF

**When:** Tuesday, April 15, 2025 through Thursday, April 17, 2025  
8:30 a.m. to 4:30 p.m.

**Where:** Lansing Community College – [West Campus](#)  
5708 Cornerstone Drive  
Lansing, MI

**Trainer/Presenter:** **Jerry Thompson** is a retired 31-year veteran of law enforcement having served with the Ohio State Highway Patrol (OSHP), ending his career as the Northeast Ohio LCS Unit Commander. Jerry has taught with FBI-LEEDA since 2015 and has taught over 250 classes.

**Description:** Telecommunications/911/FOIA and other civilian support staff deal with individuals and situations in a very stressful and dynamic environment. Regardless of one's position, it's easy to feel unappreciated and lost in the public safety organization. The reality is an organization's true strength is their personnel that are interacting with the public numerous times every day and are either improving the organization's brand or damaging it. This course was created to empower attendees to be the leaders the public expects during these difficult times, while at the same time helping them develop ways to grow their leadership and increase their contributions to the organization and their personal life long after the class ends.

*From previous attendees: "Life Changing...Everyone in my organization should take this class...Jerry is fantastic....It was an empowering course...This was the best training I've ever been to..."*

**This class is designed for any public safety civilian employee who has NO formal rank or direct supervisory responsibilities at their agency, helping them realize and embrace their leadership roles.**

**Training Objectives:** Attendees will be exposed to and gain a better understanding of the concepts of:

- Mindfulness and Organization Ownership
- Understanding Leadership
- Liability – Duty to Intervene
- Behavioral De-Escalation
- Communication and Motivation
- Techniques for Leading from the Trenches

**Cost:** MMRMA Member \$200.00 – Non-MMRMA Member \$395.00 This course has been approved by SNC / NTS - MMRMA2024-4799. Lunch will be provided each day.

**Register:** [REGISTRATION FORM](#)



**Information:** For further information regarding this training opportunity, please contact Curt Caid at 734-437-5001 or via email @ [ccaid@mmrma.org](mailto:ccaid@mmrma.org)