



Texas Police Trainers LLC

(In partnership with Cowork Media LLC)

Customer Service Excellence for Texas LE & Civilian Employees (#57008)



Course Description: Providing excellent customer service in a law enforcement environment requires a unique blend of professionalism, communication skills, and the ability to navigate challenging situations. This interactive training will equip law enforcement and civilian employees with the tools to effectively engage with the public, manage difficult interactions, and uphold a standard of service that fosters trust and respect. Through real-world scenarios, group discussions and practical exercises, participants will learn strategies for clear communication, active listening, de-escalation, and maintaining professionalism in high-pressure situations.

Topics covered:

- Master the Basics of Customer Service in Law Enforcement
- Communicating with Confidence and Clarity
- De-escalating Difficult Situations Effectively
- Building Community Trust Through Exceptional Service



Who should attend : All personnel within Texas law enforcement agencies which includes sworn officers, jailers, telecommunication officers and civilian employees who interact with the public. Also anyone interested in providing the best customer service

Course information:

Host Agency: South Texas College Regional Center for Public Safety Excellence

Training Location: 3901 S. Cage Blvd. Pharr, Texas 78577

Course Date: July 29 , 2025

Time: Two sessions, 8:00 am – 12:00 noon or 1:00 pm – 5:00 pm

Length of course: 4 hours (Training hours will be reported by South Texas College Regional Center for Public Safety Excellence)

Cost: \$75.00 per participant, or ask about a department contract rate

To register, [click here](#) or go to <https://texaspolice trainers.com/?p=48867> . You can pay online or request an invoice by emailing us at texaspolice trainers@yahoo.com .

Hotel: Holiday Inn Express & Suites McAllen - Medical Center Area, 1800 South 6th Street, McAllen, Texas 78503. **To get our discounted rate, please make your hotel reservation through Texas Police Trainers at 512-766-0659.**

About the Instructor: Tanida Mullens



Tanida Mullen has a proven track record of excellence and has been a trainer in the hospitality and restaurant industry for over 14 years. With a Bachelor of Science in Psychology and a Master of Business Administration from Texas A&M University-Central Texas, she has been able to tune into what customers want and create result-producing training programs to ensure that it benefits her client's bottom line. Tanida has been selected to facilitate customer service programs for several corporations and has created and led leadership and sales classes to promote employee development. Her success in working with teams has been the result of her creativity and thirst for knowledge.

Tanida is a member of meeting professionals international and has served on the board and chair for the Global MPI Diversity & Inclusion Advisory Committee. She has built a platform for women to garner career advice and professional development through leadership training events Take The Lead.

Tanida is also a certified TCOLE Instructor and holds a Basic Instructor Proficiency Certification. She currently works as a contract instructor with Texas Police Trainers teaching various professional development training events.

