

**TURLOCK POLICE DEPARTMENT (2870)
TACTICAL COMMUNICATIONS (29504)**

Revised: 01/29/2021

Course Title:	Tactical Communications (29504)
Course Number:	29504
Course Hours:	3 Hours
Course Goal:	Using recognized law enforcement tactical and interpersonal communication skills, the student will be able to utilize effective communications skills in their efforts to overcome resistance and gain voluntary compliance. This course provides updated legislative content of Penal Code Section 835a.
Audience:	All Personnel
Note:	This training will consist of facilitated discussion, small group activities, video and handouts.

Course Outline

- I. Introduction
- II. Types of Communication
 - A. Tactical vs. Interpersonal Communications
 - 1. Tactical
 - a. Officer safety
 - 1. Officer to officer
 - 2. Officer to suspect(s) (reading suspect)
 - 3. Officer to citizen
 - b. Command presence
 - 1. Approach – Positioning
 - 2. Body language
 - 3. Posturing
 - c. Effective listening
 - 1. Observing
 - 2. Paraphrasing
 - 3. Interest
 - d. Defusing anger

1. Redirecting
 2. Responding
 3. Empathy
 - e. Judgment and decision making
 1. Influence
 2. Control/voluntary compliance
 3. Resolution
 - f. Stress conditions
 1. Environment/high risk vs. low risk/consensual vs. detention-arrest
 2. Professional/Non-professional/Inappropriate language
 3. Intentional/unintentional contact escalation verses de-escalation (415 Officer)
2. Interpersonal
 - a. Officer safety
 1. Officer to officer
 2. Officer to suspect
 3. Officer to supervisor/subordinate/co-worker
 4. Officer to difficult/dominating people
 - b. Enhanced professionalism
 1. Use of good communication skills
 2. Use of good communication elements
 3. Gain control/voluntary compliance
 - c. Decreased complaints
 1. Inappropriate communications
 2. Touch
 3. Distance
 4. Words
 5. Culture
 - d. Decreased liability
 1. Persuasion vs. Demand
 2. Appeal via ethics
 3. Rational
 4. Practical
 5. Personal
 - e. Less stress
3. Use of Force Scale
 - a. Verbalization, voluntary compliance
 - b. Verbalization, compliance techniques
 - c. Intermediate force
 - d. Lethal force
4. Case Law & Legislative Update
 - a. Tennessee v Garner
 - b. Graham v Connor

- c. AB 392
- d. SB 230
- e. Penal Code Updates
 - 1. Revisions to PC 835a.

III. Communication Concepts

- A. Verbal Judo (George Thompson)
 - 1. LEAPS
 - 2. The Five Step “Hard Style”
 - 3. The Tactical 8-Step

- B. Five Minute Police Officer (Terry Barker)
 - 1. The System

- C. Tactical Communications (William Bray)
 - 1. S.O.L.E.R.

- D. Mediation
 - 1. VECS

IV. Effective Communications

- A. Elements:
 - 1. Content
 - a. 7-10%
 - b. Has little power to persuade or convinced

 - 2. Voice
 - a. 33-40%
 - b. Tone = Attitude – 90% of police complaints are tone related
 - c. Pace = Slow/fast vs. pitch

 - 3. Non-Verbal
 - a. 50-60%
 - b. Officer presences
 - c. Body language

- B. Effective Listening Skills
 - 1. Three Basic Listening Modes
 - a. Completive or combative (waiting to interrupt)
 - b. In passive or attentive listening
 - c. Active or reflective

 - 2. The Four Steps in Active Listening
 - a. Open
 - b. Hear initially
 - c. Interpret

- d. Act appropriately
- C. Effective Speaking Skills
- 1. Behaviors to practice
 - a. Reflection (THINK before you speak)
 - b. Motivation (yours/theirs)
 - c. Acknowledge (the emotion)
 - d. Explain
 - e. Be Specific
- D. Non-Verbal
- 1. Non-verbal communications
 - a. Facial expressions: smiling, frowning, laughing, sighing
 - b. Your appearance: hair, clothing, face, body
 - c. Body gestures: postures, gestures, mannerisms
 - d. Voice: soft/loud, fast/slow, smooth/jerky
 - e. Environment: street, office, home, interview room, patrol car
- E. Defusing Anger
- 1. Anger defined
 - a. Strong feelings of displeasure
 - b. Antagonism
 - c. Rage
 - 2. Effective Communication
 - a. Maintain calm and patience
 - b. Maintain respective attention
 - c. Be authentic
 - d. Don't get drawn into the anger
 - e. Prevent personal biases from clouding the issues
 - f. Watch for flare-ups
 - g. Be sensitive to underlying issues and perceptions
 - 3. Tactical Empathy
 - a. The way I see the problem
 - b. The way you see the problem
 - c. The way I see the problem through your eyes
- F. Bias
- 1. Bias defined
 - a. An inclination of temperament or outlook
 - b. A personal and sometimes unreasonable judgment
 - c. Prejudice
 - 2. Bias Challenge
 - a. Recognize our own assumptions and biases

- b. Not let our biases interfere in our interactions with the people we serve or work with.
 - 3. Power Principle
 - a. As ego goes up, power and safety goes down
 - b. As ego goes away, power and safety rise
 - c. You must “disappear” to have influence over others
- V. Tactical Communication Concepts
- A. Verbal Judo
 - 1. LEAPS
 - a. Listen
 - b. Empathize
 - c. Ask
 - d. Paraphrase
 - e. Summarize
 - 2. The Five Step “Hard Style”
 - a. Ask
 - b. Set context
 - c. Present options
 - d. Confirmation
 - e. Act
 - 3. The Tactical 8-Step
 - a. Greeting
 - b. Identify self/agency
 - c. Identify reason for stop
 - d. Any justified reason
 - e. Drivers’ License
 - f. Registration and insurance
 - g. Decision
 - h. Close
 - 4. Questing Techniques
 - a. Fact finding – who, what, where, when why and how
 - b. General – open-ended. What’s the matter...?
 - c. Direct – yes or no
 - d. Leading – putting words in others mouths
 - e. Opinion seeking – is there some way we can handle this?
 - f. Feedback – I believe I heard you say
 - B. The Five-Minute Police Officer
 - 1. The System
 - a. Control your anger
 - b. Listen and check

- c. Empathize
- d. Involve
- e. Act, if necessary

C. Tactical Communications

1. S.O.L.E.R.

- a. Squarely face the person you are interviewing
- b. Open posture
- c. Look interested
- d. Eye contact
- e. Relax

D. Mediation

1. VECS

- a. Validate
- b. Empathize
- c. Clarify
- d. Summarize

VI. Tactical Communications Skills Scenarios

- a. Practical Application Test

VII. Closing/Student Evaluations/Dismissal