

POST PERISHABLE SKILLS PROGRAM (PSP)

IV -TACTICAL COMMUNICATIONS (2 Hours)

COURSE GOAL:

The course will provide the trainee with the minimum topics of Tactical Communications required in the POST Perishable Skills Training Program. The intent of the course is to improve the trainee's ability to generate voluntary compliance through the art of persuasion and utilizing the tools of interpersonal communication. The trainee will receive an overview of Tactical Communication concepts such as: tactical communication within the use of force scale, communication elements, inappropriate language, questioning techniques and other communication principles.

The course consists of a hands-on/practical tactical communications training for in-service officers.

TACTICAL COMMUNICATIONS

Minimum Topics/Exercises:

- a. Class Exercises/Student Evaluation/Testing
- b. Tactical - officer to: officer/suspect/citizen
- c. Tactical Communication role within the use of force scale
- d. Communication Elements (e.g. - approach, body language, posturing, observing, listening, asking, paraphrasing, redirecting, defusing, responding, interest, empathy, influence, resolution)
- e. Officer safety (e.g. - positioning, environment, reading suspect(s), control/voluntary compliance)
- f. Professional/Non-professional/Inappropriate language
- g. Intentional/unintentional contact escalation versus de-escalation
- h. Questioning techniques (e.g. - fact-finding, leading, opinion/feedback, general)

COURSE OBJECTIVES:

The trainee will:

1. Demonstrate knowledge of the basic components of communication skills and techniques.
2. Demonstrate knowledge of the importance of listening and persuasion skills as they relate to effective tactical communication.

3. Demonstrate knowledge of the skills needed to effectively deal with difficult people.
4. Demonstrate a minimum standard of tactical communication skills with every technique and exercise, to include:
 - A. Listening/Persuasion
 - B. Judgment and Decision Making
 - C. Officer Safety
 - D. De-escalation, Verbal Commands
 - E. Effectiveness under Stress Conditions

Minimum standards of performance shall be tested by an instructor observing the trainee during their performance of each technique and exercise. If the trainee does not meet minimum standards, as established by the presenter, remediation will be provided until the standard is met.

EXPANDED COURSE OUTLINE

I. INTRODUCTION

- A. Registration
- B. Course Overview
- C. Course Goals
 1. Safety - yours and theirs
 2. Enhanced professionalism
 3. Decrease in complaints
 4. Decrease in liability
 5. Lessen personal stress
- D. Course Objectives

II. INSTRUCTIONAL RESOURCES

- A. George Thompson=s Verbal Judo, history and background (tactical communication)
- B. Maine State Trooper Traffic Stop video and discussion

III. TACTICAL COMMUNICATION ROLE WITHIN THE USE OF FORCE SCALE

IV-Tactical(c)

- A. Professional presence
- B. Verbalization
- C. Hands/Control holds
- D. Chemical agents
- E. Impact Weapons

- F. Electronic Weapons
- G. Less Lethal Weapons
- H. Lethal Force

IV. COMMUNICATION ELEMENTS

IV-Tactical(d)

- A. Content = 7-10% - has little power to persuade or convince
- B. Voice = 33- 40%
 - 1. Tone = Attitude - 90% of complaints in P.D. are tone related
 - 2. Pace = slow/fast vs. pitch
 - a. **I NEVER SAID HE STOLE THE MONEY**
 - 3. Other Non-Verbals = 50 - 60% = presence

V. PROFESSIONAL/NON-PROFESSIONAL/INAPPROPRIATE LANGUAGE

IV-Tactical(f)

- A. Separate attitude from behavior. Focus only on behavior
- B. You are a PEACE OFFICER - Where you go, there should be PEACE!
- C. Re-spect vs. Respect

VI. FIVE TYPES OF QUESTIONING TECHNIQUES

IV-Tactical(h)

- A. Fact Finding - Who, What, Where, When, Why and How
- B. General - Open-ended. AWhat=s the matter.....@?
- C. Direct - Yes or No
- D. Leading - Putting words in other=s mouths
- E. Opinion Seeking - AIs there some way we can handle this?@

VII. TACTICAL-OFFICER TO: OFFICER/SUSPECT/CITIZEN

IV-Tactical(b)

- A. Greeting
- B. ID self/dept.
- C. Reason for stop
- D. Any justified reason?
- E. Driver=s license
- F. Registration and Insurance
- G. Decision
- H. Close

VIII. INTENTIONAL/UNINTENTIONAL CONTACT ESCALATION VS. DE-ESCALATION **IV-Tactical(g)**

A. The Five Step *Hard-Style*

1. Ask
2. Set Context
3. Present Options
4. Confirmation
5. Act

B. SOLER

1. Square off
2. Open posture
3. Looking Interested
4. Eye Contact
5. Relaxed

IX. OFFICER SAFETY - S.A.F.E.R. CONCEPT **IV-Tactical(e)**

- A. Security
- B. Attack
- C. Flight
- D. Excessive Repetition
- E. Revised Priorities

X. CLASS EXERCISE/STUDENT EVALUATION/TESTING **IV-Tactical(a)**

- A. Evaluate students role playing the tactical 8-step
- B. Evaluate student's role-playing the 5-step hard style

Testing: Any student scoring below standard on any exercise, as established by the presenter, will be remediated, tested until standard is achieved.

IV-Tactical(a)