

**San Diego Police Department**  
**Continuing Professional Training**  
**A.O.T. 2019-2020**  
**TACTICAL COMMUNICATION (2 Hours)**

I. INTRODUCTION

A. Greeting

B. Course Overview

C. Course Goals

1. Officer Safety
2. Enhanced Professionalism
3. Decrease Citizen Complaints
4. Decrease Vicarious Liability
5. Lessen Personal Stress on the Job and at Home

D. Course Objectives

- a) Understand the use of the five step kata when dealing with difficult people
- b) Recognize the need to use the eight step process for conducting traffic stops
- c) Give examples of effective communication techniques
- d) Demonstrate the communication techniques that can be used for obtaining voluntary compliance
- e) Identify the need to generate voluntary compliance, cooperation or collaboration.
- f) Understand the use of Tactical Communication skills to de-escalate interactions

II. COMMUNICATION ELEMENTS

IV(d)

A. Best practices for conducting a traffic stop

1. Greeting
2. ID self/Department
3. Reason for the stop
4. Any justification reason?
5. Driver's license (request identification)
6. Registration and insurance (request additional information)
7. Decision
8. Closure

B. Exercise; Best Practices: what process have you seen officers use?

1. Understand the use of Tactical Communication skills to deescalate interactions
2. Demonstrate the communication techniques that can be used for obtaining voluntary compliance

- C. **Five step Kata** – dealing with difficult people (use the 5 step with the 8 step when you encounter resistance)
    - 1. Ask – ethical appeal – art of representation
    - 2. Set context – reasonable appeal – art of translation
    - 3. Present options – Personal appeal – art of mediation
    - 4. Confirm – Practical appeal
    - 5. ACT! – disengage and/or escalate
  - D. Exercise – California POST Training Video 2007 Tactical Communications – Domestic Dispute
- III. **INAPPROPRIATE COMMUNICATION** IV(g)
- A. **Must know your own weaknesses**
    - 1. Name it
    - 2. Define it
    - 3. Own it
  - B. **The Art of Representation**
    - 1. As ego goes UP, power and safety goes DOWN
    - 2. As ego goes away, power and safety RISE
    - 3. You must DISAPPEAR to have influence over others
    - 4. Officer safety
- IV. **CLASS EXERCISE/STUDENT EVALUATION/TESTING** IV(a)
- A. Class discussion
  - B. Revisit of key concepts
  - C. Closing statements