

Tactical Communication 2019-2020

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Course Goal: Peace officers are expected to demonstrate the communication skills to resolve conflict including; making an ethical appeal, identifying the law, policy or rationale that applies to the situation, explaining options, and taking the action appropriate to the situation.

Module total time: 2 hours

Resources required for this module: (All resources required to deliver this module of instruction)

- Computer with PowerPoint
- Markers
- Projection screen
- LCD with required extension cords
- Training Videos:

<https://www.youtube.com/watch?v=Jckr9HVE8Eg>

California POST Training Video 2007 Tactical Communication – Domestic Dispute

Course content	Instructor Notes
<p>I. Course introduction</p> <p><i>A. Goals</i></p> <p><i>B. Overviews</i></p> <p>II. Course objectives</p> <p><i>A. Recognize the need to use the eight step process for conducting traffic stops</i></p> <p><i>B. Understand the use of the five step kata when dealing with difficult people</i></p> <p><i>C. Give examples of effective communication skills</i></p> <p><i>D. Demonstrate the communication techniques that can be used for obtaining voluntary compliance</i></p> <p><i>E. Identify the need to generate voluntary compliance, cooperation or collaboration</i></p> <p><i>F. Understand the use of Tactical Communication skills to de-escalate interactions</i></p>	<p>Introduction of instructor and synopsis of training and experience.</p> <p>Introduce topic and course goals:</p> <p>Officer Safety, enhanced professionalism, decrease citizen complaints, decrease vicarious liability and lessen personal stress on the job and home</p>

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<p>III. Inappropriate Communication</p> <p>A. <i>Must know your own weaknesses</i></p> <ol style="list-style-type: none">1. Name it2. Define it3. Own it <p>B. <i>The Art of Representation</i></p> <ol style="list-style-type: none">1. As ego goes UP, power and safety goes DOWN2. As ego goes away, power and safety RISE3. You must DISAPPEAR to have influence over others4. Officer Safety <p>C. Have a clear plan</p> <ol style="list-style-type: none">1. Use Eight Step Process – conducting a traffic stop2. Use Five Step Process – dealing with difficult people	<p>Show the video “Tased 11 times by Glendale Officers”.</p> <p>https://www.youtube.com/watch?v=Jckr9HVE8Eg</p> <p>Video Debrief:</p> <p><i>Officer does not ID self, “Hey how are you all doing? You guys staying here?”</i></p> <p><i>Officer asks passenger for ID and escalates the contact to what the passenger thinks is an arrest or detention, “I can take you down to the station” and “we can do this one of two ways”.</i></p> <p><i>After officers go hands on there are several statements made by the officers;</i></p> <p>“turn over motherfucker”</p> <p>“shut your mouth”</p> <p>“I am done fucking around with you”</p> <p>“shut up, shut up you are fine” (in response to complaining about medical issues)</p> <p>“okay well you shouldn’t be stupid then”</p> <p>“relax, stop being a big baby”</p> <p><i>Another officer tell the driver, “shut up, shut the fuck up”.</i></p>
<p>IV. Eight step process of conducting traffic stops</p> <p>A. <i>Greeting</i></p> <p>B. <i>ID self/Department</i></p> <p>C. <i>Reason for the stop</i></p> <p>D. <i>Any justification reason?</i></p> <p>E. <i>Driver’s license (request information)</i></p> <p>F. <i>Registration and insurance (request information)</i></p> <p>G. <i>Decision</i></p>	<p>Best Practices: what process have you seen officers use during traffic stops?</p> <p>During the debrief let students know that they should use de-escalation phrases and stay away from statements such as, “do you know why I stopped you” or “what is your hurry today”. When officers use these phrases, it provides difficult people an opportunity to become argumentative.</p> <p>The Eight Step Process will enhanced professionalism,</p>

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<p><i>H. Closure</i></p> <p>V. Five Step KATA</p> <p><i>A. Ask – Ethical appeal – art of representation</i></p> <p><i>B. Set Context – reasonable appeal – art of translation</i></p> <p><i>C. Present options – Persona appeal – art of mediation</i></p> <p><i>D. Confirm – Practical appeal</i></p> <p><i>E. ACT! – disengage and/or escalate</i></p> <p>VI. Conclusion</p> <p><i>A. Class Discussion</i></p> <p><i>B. Revisit of key concepts</i></p> <p><i>C. Closing statements</i></p>	<p>decrease citizen complaints, and lessen personal stress on the job and home</p> <p>Best Practices: what process have you seen officers use with difficult people?</p> <p>Understand the use of Tactical Communication skills to de-escalate interactions</p> <p>Demonstrate the communication techniques that can be used for obtaining voluntary compliance</p> <p>Remind students that using the five step kata will be most useful during a criminal case in court, civil trial or during an Internal Affairs investigation. Officers can articulate their actions based on the five step kata which will demonstrate to a jury that the officer was professional throughout the encounter. The officer took the time to educate the person being contacted, provided them with options and confirmed that the person chose the outcome of the officer’s actions. It is difficult for a defense attorney to argue against an officer who did everything possible to avoid having to use force.</p> <p>Video – California POST Training Video 2007 Tactical Communication – Domestic Dispute</p> <p>Debrief video, appropriate communication and art of representation</p> <p>Remind students that there are three types of people that can’t do Tactical Communication; bullies, ignorant and weak officers.</p>
<p>Learning Activity # 1, Best Practices</p> <p>Time Required: 45 minutes/hours</p> <p>Purpose of Activity: to help students review and understand the use of the five step kata when dealing with difficult people. Provide effective communication techniques and demonstrate the communication techniques that can be used for obtaining voluntary compliance.</p> <p>Description: This objective is in the cognitive domain as it is knowledge based and the students are gaining understanding and</p>	

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applying the knowledge to the learning process. For this module of instruction, the cognitive domain applies because knowledge of defining, understanding, and implementing effective communication concepts through discussion and video vignette evaluation is critical to the practical application process of the use of Tactical Communication skills to de-escalate interactions.

Resources Needed:

- Computer with PowerPoint
- Projection screen
- LCD with required extension cords
- Dry Erase Markers
 - Glendale Police video: <https://www.youtube.com/watch?v=Jckr9HVE8Eg>
- California POST Training Video 2007 Tactical Communication – Domestic Dispute

Key Learning Points

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