

Napa Police Department
POST Perishable Skills Program (PSP)
IV Tactical Communications- 2 Hours

Expanded Outline

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 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.

1. Tactical Communications

a. Minimum Topics/Exercises:

1. Class Exercises/Student Evaluation/Testing
2. Tactical-officer to: Officer/Suspect/Citizen
3. Tactical Communication role within the use of force scale
4. Communication Elements (e.g.- approach, body language, posturing, observing, listening, asking, paraphrasing, redirecting, defusing, responding, interest, empathy, influence, resolution)
5. Officer Safety (e.g.- positioning, environment, reading suspect(s), control/voluntary compliance)
6. Professional/Non-professional/Inappropriate Language
7. Intentional/Unintentional contact escalation versus de-escalation (the 415 Officer)
8. Questioning Techniques (e.g.- fact finding, leading, opinion/feedback, general)

2. Course Objectives

a. 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. Judgement 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 standard is met.

3. **Goals of Tactical Communications**

- a. Course Goals
 1. Safety: Officers/Public
 2. Enhanced professionalism
 3. Decrease in complaints
 4. Decrease in liability
 5. Lesson personal stress
 6. Decrease in injuries (fewer on 4850)

4. **Instructional Resources**

- a. 2007 POST DVD
- b. Officer Rivieri Videos
- c. Ryan Moats Car Stop Video
- d. Officer Powell Resignation Video
- e. Sgt Kuehleln Video
- f. Officer Disarmed Video
- g. Laughter Therapy Video

5. **Tactical Communications Role within the Use of Force Scale**

- a. Professional Presence
- b. Verbalization

6. **Communication Elements**

- a. Content: 7-10%, has little power to persuade or convince
- b. Voice: 33-40%
 1. Tone: Attitude, 90% of complaints are *tone* related
 2. Pace: Slow/Fast vs Pitch
- c. Other Non-Verbal: Presence, 50-60%

7. **Professionalism/Non-Professional & Inappropriate**

- a. Separate attitude from behavior. Focus on behavior
- b. You are a PEACE OFFICER: Where you go there should be peace!

IV-Tactical(f)

- c. Re-spect vs Respect

8. Five Types of Questioning Techniques

IV-Tactical(h)

- a. Fact Finding: Who, What, Where, When, Why, and How
- b. General: Open Ended, Ex- "What's the matter..."
- c. Opinion Seeking: Ex- "Is there some way we can handle this"

9. Tactical-Officer to: Officer/Suspect/Citizen

IV-Tactical(b)

- a. Greeting
- b. ID Self/Department
- c. Reason for the stop/contact
- d. Ask: Any Justified Reason
- e. Driver's License
- f. Registration/Insurance
- g. Decision
- h. Close

10. Intentional/Unintentional Contact Escalation Vs De-Escalation

IV-Tactical(g)

- a. The Five Step
 - 1. Ask
 - 2. Set Context
 - 3. Present Options
 - 4. Confirmation
 - 5. Act

11. Officer Safety

IV-Tactical(e)

- a. Security/Officer Safety: Positioning, Environment, Reading Suspect(s), Control, Voluntary Compliance

12. Class Exercise/Student Evaluation/Testing

IV-Tactical(a)

- a. Class discussion and review of key concepts

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