

**FOLSOM POLICE DEPARTMENT
POST PERISHABLE SKILLS PROGRAM (PSP)**

TACTICAL COMMUNICATIONS (2 HOURS)

Expanded Course 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 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.

TACTICAL COMMUNICATIONS

Minimum Topics

- a. **Tactical – Officer to officer/suspect/citizen**
- b. **Tactical Communication within the force scale**
- c. **Communication elements**
- d. **Professional/Inappropriate language**
- e. **Intentional/unintentional escalation vs. de-escalation**
- f. **Questioning techniques**

COURSE OBJECTIVES

The trainee will:

- a. Understand the basic components of communication skills and techniques
- b. Understand the importance of listening and persuasion skills as they relate to effective tactical communication.
- c. Understand the skills needed to effectively deal with difficult people.
- d. Recognize the minimum standard of tactical communication skills with every technique and exercise, to include
 1. Listening/Persuasion
 2. Judgment and Decision Making
 3. De-escalation, Verbal Commands
 4. Effectiveness under Stress Conditions

Course Content

- I. GOALS OF TACTICAL COMMUNICATIONS** **MT (a,b,c)**
 - a. Safety – yours and theirs
 - b. Enhanced professionalism
 - c. Decrease in complaints
 - d. Decrease in liability
 - e. Lessen personal stress
 - f. Decrease in injuries

- II. INSTRUCTIONAL RESOURCES** **MT (a,b,d,e,f)**
 - a. POST DVD
 - b. Field videos from youtube and dash cameras
 - c. Other videos which support instruction as determined by instructor

- III. TACTICAL COMMUNICATION'S ROLE WITHING THE USE OF FORCE SCALE** **MT (b,c,e)**
 - a. Professional presence
 - b. Verbalization

- IV. COMMUNICATION ELEMENTS** **MT (a,c,f)**
 - a. Content = 7-10% - has little power to persuade or convince
 - b. Voice = 33-40%
 - i. Tone = Attitude (source of 90% of all complaints)
 - ii. Pace = Speed of speech
 - iii. Pitch = high (stress) vs. low (calm/in control)
 - iv. Modulation = personality vs. monotone
 - c. Other non-verbals = 50-60% - facial expression/body language

- V. PROFESSIONAL/INAPPROPRIATE LANGUAGE** **MT (c,d,e)**
 - a. Separate attitude from behavior. Focus on behavior
 - b. Strive for peaceful resolution to all conflicts (Peace Officer)
 - c. REspect vs. respect
 - d. Useless phrases that escalate rather than de-escalate

- VI. FIVE TYPES OF QUESTIONING TECHNIQUES** **MT (a,c,f)**
 - a. Fact finding – who, what, when, where, why and how
 - b. General – Open ended (What's the matter?)
 - c. Opinion Seeking – (is there some way we can handle this?)

- VII. TACTICAL- OFFICER TO SUSPECT/CITIZEN** **MT (a,b,d)**
 - a. Greeting
 - b. ID self/department
 - c. Reason for stop
 - d. Any justified reason
 - e. Obtain driver's license

- f. Obtain registration and insurance
- g. Decision
- h. Close

**VIII. INTENTIONAL/UNINTENTIONAL CONTACT/ ESCALATION
VS. DE-ESCALATION** **MT (b,e)**

- a. The five step
 - i. Ask
 - ii. Set Context
 - iii. Present Options
 - iv. Confirmation
 - v. Act

IX. S.A.F.E.R. **MT (c,e,f)**

- a. Security
- b. Attack
- c. Flight
- d. Excessive Repetition
- e. Revised Priorities