

TACTICAL COMMUNICATION

Expanded Outline

- I. Welcome/Intros
 - A. The Goal of Law Enforcement – Generate Voluntary Compliance
 - B. Goals of course
 - 1. Officer Safety **IV (b)**
 - 2. Enhanced Professionalism
 - 3. Decreased citizen complaints **IV (c)**
 - 4. Decrease vicarious liability
 - 5. Lessen stress – at home/work
 - 6. Court power
 - 7. Increase in morale
- II. Force Options **IV (C)**
 - A. Professional presence
 - B. Words **IV (D)**
 - C. Empty hand control
 - 1. Manual
 - D. Artificial incapacitators
 - E. Impact tools
 - F. Deadly Force
 - 1. Preclusion
 - a. No other non-lethal options; based on circumstances
 - 2. Imminent Jeopardy
 - a. Intent, Ability, Means, Opportunity
- III. Communication
 - A. Steps in Active Listening **IV (D) (F)**
 - 1. Open/unbiased
 - 2. Hear the words said to you
 - 3. Interpret the words said to you
 - 4. Act appropriately
 - B. Roles
 - 1. 2 people =6 people
 - 2. Officer
 - a. Real Self (RS)
 - b. Self as seen by Self (SS)
 - c. Self as seen by Other (SO)
 - 3. Contact
 - a. Real Self (RS)
 - b. Self as seen by Self (SS)
 - c. Self as seen by Other (SO)
 - C. Communication from the receivers point of view
 - 1. Content 7 – 10%
 - 2. Voice 33-40%
 - 3. ONV 50-60%
 - a. Other non-verbal

4. 93% = Deliver Style

D. Voice

1. It's not what you say; it's how you say it.

E. Elements of Voice

IV (c) (d)

1. Any conflict between your Role and you... people will believe your voice.

2. Tone = Attitude towards people or the event

3. ... is defined by the word a person can add to the end of your sentence

4. Pace: Speed – fast or slow

5. Pitch: volume – high or low

6. Modulation: rhythm & inflection

7. **ROLE MUST BE IN HARMONY WITH VOICE IV(C) (D) (F)**

a. Any change in the tone, pace, pitch or modulation should alert you to a coming change in the other person's actions

F. Other Non-Verbal (ONV)

1. Body Language

2. Proxemics – Spatial Relations

a. F.I. Stance (Field Interview Stance)

b. "Contact & Cover"

IV (B) (D)

c. Backup Officer

d. 90 degree rule

e. Common mistakes

1) Standing too close to the subject **IV (D)**

2) Misreading the scene

f. Lesson

1) "Tactical Empathy" – See the situation through the eyes of the other for the purpose of obtaining and maintaining the tactical advantage of a situation

3. **VOICE must be in HARMONY with ONV**

a. Any conflict between Voice and ONV and people will believe ONV

4. 90% of the body can lie.

5. Whenever you detect a contradiction in body language, be prepared to believe the minor element, even if you only see one of these six: **IV (D) (E)**

a. Backing away

b. Furtive hand movements

c. Incorrect eye contact

d. Does not answer questions

e. Incorrect pitch or pace

f. Lose sight of subjects hands

IV. Control Techniques

IV (C)

A. RAM: Reasonable Arc of Movement

1. That area in which a person can move without creating a danger to himself or others

- B. RAP: Reasonable Arc of Pullover **IV (B) (D) (F)**
 - 1. Length of time it takes a person to stop after you initiate a traffic stop.
 - 2. 7-10 seconds
 - 3. The length of time it takes a person to acknowledge you at the initial contact.
- C. RAT: Reasonable Arc of Talk
 - 1. Rules that govern a subject's conversation with you.
 - 2. Do not allow the conversation to exceed the Fighting Words Doctrine
- D. RAC: Reasonable Arc of Custody
 - 1. Rules that govern when you must tell a subject he is under arrest
- V. Our Identity
 - A. The Contact Professional
 - 1. In contact with Self
 - 2. In contact with the Organization
 - 3. In contact with the Subject
 - 4. If you name your weaknesses, you begin to own them and you can identify the person who pushes that button **IV (B)**
- VI. The Art of Representation
 - A. The Figure Eight
 - 1. Every time you open your mouth you must represent the left side to the right side in such a way that you generate voluntary compliance.
- VII. Power Principles
 - A. As ego goes UP, power and safety goes DOWN
 - B. As ego goes away, power and safety RISE
 - C. You must DISAPPEAR to have influence on others
- VIII. Handling Verbal Abuse **IV (D) (F)**
 - A. Natural Reaction = Confrontation
 - B. Studied Response = Deflection & Redirection
 - C. Tactical Peace Phrases
 - D. Tactical 8-Steps
 - 1. Greeting
 - 2. Identify yourself and Department
 - 3. Reason for the stop
 - 4. Any legal justification?
 - 5. Drivers License?
 - 6. Registration & Insurance? (forecast)
 - 7. Decision
 - 8. Close
- E. Five Step Hard Style **IV (D)**
 - 1. Ask
 - a. Commanding Voice
 - b. Ethical Appeal

- 1) Remember you cannot ask a question or give a command without the subject “hearing” an unspoken word at the end of your sentence.
 2. Set the Context (Tell them why)
 - a. Declarative Voice
 - b. Reasonable Appeal
 - 1) Tell the person why you are there
 - 2) This begins to establish legal basis
 3. Present Options **IV (D) (F)**
 - a. Helpful Voice
 - b. Personal Appeal
 - 1) Be specific
 - 2) Make sure subject “sees” the positive and negative consequence of each option
 - 3) If they have something to gain or lose, you have something to use
 - 4) Positives first
 4. Confirmation
 - a. Service Voice
 - b. Practical Appeal
 - 1) “Is there anything I can say to get your cooperation?” “I’d like to think so.”
 - 2) Revisit PARAPHRASE if resistance lessens
 5. Act! **IV (C) (D) (G)**
 - a. Take the subject down as they are speaking if their resistance level stays the same or increases.
- F. The Five Times When Words Fail: S.A.F.E.R. **IV (B) (C) (D)****
1. SECURITY
 - a. Whenever others are in imminent jeopardy – ACT!
 - b. Whenever your safety or the safety of another is threatened – ACT!
 2. ATTACK
 - a. Whenever your personal danger zone (PDZ) is violated – ACT!
 - b. Based on training an situation
 - c. Be able to define your PDZ in court
 3. FLIGHT
 - a. Whenever the subject unlawfully flees your presence – ACT!
 - b. “Sir, stop, Sheriff’s Department”
 4. EXCESSIVE REPETITION
 - a. No voluntary compliance is forthcoming
 - b. You have exhausted all verbal options – ACT!
 - c. “Sir is there anything I can say...”
 5. REVISED PRIORITIES

- a. Whenever a matter of a higher priority requires your immediate attention or presence – ACT!

IX. Voluntary Compliance

A. The 5 tools: L.E.A.P.S.

IV (D) (F) (G)

1. LISTEN

- a. Project the fact that you are a listener
 - 1) Open
 - 2) Hear initially
 - 3) Interpret
 - 4) Act appropriately

2. EMPATHIZE

- a. Citizens have a point of view, right or wrong, just or unjust. You do not have to agree with anything they say you simply have to understand their perspective.

3. ASK

- a. Fact finding: who, what, where, when, why, and how
- b. General: Open ended
- c. Direct: Closed ended
- d. Leading: Isn't it true that...
- e. Opinion Seeking: Asks for their opinion

4. PARAPHRASE

- a. Wrap the subject's meaning with your own words and then give it back to him.
- b. If you cannot say it back, you did not understand the subject
- c. "Let me be sure I understand."
- d. Simple sentences

5. SUMMARIZE

- a. Creates decisiveness and authority
- b. Reconnects communication when temporarily interrupted
- c. Always at the end because a decision has to be made
- d. Brevity, clarity and unarguable in tone
- e. Good news first. Bad news last

X. Tactical Communication

A. SAFER EIGHT to FIVE