

**LA MESA POLICE DEPARTMENT  
POST PERISHABLE SKILLS PROGRAM (PSP)  
CATEGORY IV – TACTICAL COMMUNICATIONS (2 Hours)**

**I. 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.

The course consists of a hands-on/practical tactical communications training for in-service officers.

**II. TACTICAL COMMUNICATIONS**

A. Minimum Topics/Exercises:

- i. Class Exercises/student Evaluation/testing
- ii. Tactical - officer to: officer/suspect/citizen
- iii. Tactical Communication role within the use of force scale
- iv. Communication Elements (e.g. - approach, body language, posturing, observing, listening, asking, paraphrasing, redirecting, defusing, responding, interest, empathy, influence, resolution)
- v. Officer safety (e.g. - positioning, environment, reading suspect(s), control/voluntary compliance)
- vi. Professional/Non-professional/Inappropriate language
- vii. Intentional/unintentional contact escalation versus de-escalation (the 415 officer)
- viii. Questioning techniques (e.g. - fact-finding, leading, opinion/feedback, general)

**III. COURSE OBJECTIVES**

A. The student will:

- i. Demonstrate knowledge of the basic components of communication skills and techniques.
- ii. Demonstrate knowledge of the importance of listening and persuasion skills as they relate to effective tactical communication.
- iii. Demonstrate knowledge of the skills needed to effectively deal with difficult people.
- iv. Demonstrate a minimum standard of tactical communication skills with every technique and exercise, to include:
  - a. Listening/Persuasion
  - b. Judgment and Decision Making
  - c. Officer Safety
  - d. De-escalation, Verbal Commands

e. Effectiveness under Stress

**Minimum standards of performance shall be tested by an instructor observing the student during their performance of each technique and exercise. If the student does not meet minimum standards, as established by the presenter, remediation will be provided until the standard is met.**

## **EXPANDED COURSE OUTLINE**

### **I. INTRODUCTION/ORIENTATION**

- a. Introduction, Registration and Orientation
- b. Course Objectives/Overview/Exercises, Evaluation/Testing
- c. Course Goals
  - i. Safety – Yours and Theirs
  - ii. Enhanced Professionalism
  - iii. Decrease in Complaints
  - iv. Decrease in Vicarious Liability
  - v. Lessen Personal Stress

### **II. ROLE WITHIN THE USE OF FORCE SCALE**

**IV-Tactical (c)**

- a. Professional Presence
- b. Verbalization
  - i. 97% of our time is spent right here
  - ii. How much time do we spend training on this?
- c. Hands-on / Control Holds
- d. Chemical Agents
- e. Taser
- f. Impact Weapons
- g. Less than Lethal Options
- h. Lethal Force
  - i. How much time do we spend training on these?

### **III. COMMUNICATION ELEMENTS**

**IV-Tactical (d)**

- a. Content = 7-10% - has little power to persuade or convince
- b. Voice = 33- 40%
  - i. Tone = Attitude - 90% of complaints in P.D. are tone related
  - ii. Pace = slow/fast vs. pitch
    - 1. I NEVER SAID HE STOLE THE MONEY
  - iii. Other Non-Verbals = 50 – 60%
    - 1. Approach, Body Language, Posturing, Observing, Listening, Asking, Paraphrasing, Redirecting, Defusing, Responding, Interest, Empathy, Influence, Resolution

#### **IV. PROFESSIONAL/NON-PROFESSIONAL/INAPPROPRIATE LANGUAGE**

**IV-Tactical (f)**

- a. Separate Attitude from Behavior. Focus ONLY on Behavior.
- b. People Never say what they Mean
  - i. Their words are just expressing or venting due to what just happened to them
- c. Words fly out but their meaning lies behind.
  - i. Look through the words and find their meaning
- d. You are a PEACE OFFICER-Where you go, there should be PEACE!
- e. RE-spect vs. Respect

#### **V. FIVE TYPES OF QUESTIONING TECHNIQUES**

**IV-Tactical (h)**

- a. Fact Finding – Who, What Where, When, Why and How?
- b. General – Open Ended (What's the matter....?)
- c. Direct – Yes or No
- d. Leading – Putting Words in their Mouths
- e. Opinion Seeking – (Is there some other way we can handle this?)

#### **VI. TACTICAL OFFICER TO: OFFICER/CITIZEN/SUSPECT**

**IV-Tactical (b,a)**

- A. The Tactical 8-Step
  - i. Greeting
  - ii. ID Self and Department
  - iii. Reason for the Stop
  - iv. Any Justified Reason?
  - v. Drivers License
  - vi. Registration and Insurance
  - vii. Decision
  - viii. Closing
- B. Student Exercise/Evaluation of Tactical 8-Step

#### **VII. INTENTIONAL/UNINTENTIONAL CONTACT:ESCALTION VS. DE-ESCALTION**

**IV-Tactical (g,a)**

- A. The 5-Step Hard Style
  - i. Ask
  - ii. Set Context
  - iii. Present Options
  - iv. Confirmation
  - v. Act
- B. Student Exercise/Evaluation of 5-Step Hard Style

#### **VIII. OFFICER SAFETY**

**IV-Tactical (e)**

- A. S.A.F.E.R Concept

- i. Security
- ii. Attack
- iii. Flight
- iv. Excessive Repetition
- v. Revised Priorities

***Testing: Any student scoring below standard on any exercise, as established by the instructor, will be remediated and tested until standard is achieved.***