

Respect My Authority!





Tactical Communications LMPD PSP

Sgt. Wright and Off. Knudson

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Tac Com

- **Presence**

- **Words**

- **Hands On**

- **Less Lethal Options**

- **Impact Weapons**

- **Deadly Force**

**Versus
Here?**

**50%
IA**

**98%
10-8**

**How Much Time
Do We Spend
Training Here?**

COMMUNICATION ELEMENTS

From the Receivers Point of View

- **Content = 7-10%**
 - Has little power to persuade or convince
- **Voice = 33-40%**
 - Tone and Pace = Attitude
- **Other Non Verbals = 50-60%**
 - Approach, Body Language, Posturing

GOALS OF THE COURSE

- Increase Officer Safety
- Enhance Professionalism
- Decrease Citizen Complaints
- Lessen Personal Stress on Job and at Home
- Protect Our Power in the Court

GOALS OF THE COURSE

- ❑ Increase Morale / Commendations
- ❑ Protection from Verbal Assaults
- ❑ De-escalate
- ❑ GOAL = Generate **Voluntary** Compliance
- ❑ When it's Time to act, ACT!

Vegas Shooting

What Went Wrong?

5 Times When Words Fail

- ❑ SECURITY
- ❑ ATTACK
- ❑ FLIGHT
- ❑ EXCESSIVE REPITITION
- ❑ REVISED PRIORITIES

Big Mike

What Went Right?

Why Tactical Communications?

INTERNAL AFFAIRS

2014	2015	2016	2017	2018
5 total	7 total	2 total	7 total	5 so far
4 involved mouth	4 involved mouth	1 involved mouth	3 involved mouth	3 involved mouth



USE OF FORCE

- 2017 - 29 Use of Force
- 2018- 37 Use of Force

Sergeant James Kuehnlein
St. George Police Department



Brett Darrow

College Student, 20 yrs. old



Meet Sgt. K

What went wrong?

UPDATE

Sergeant James Kuehnlein

2007 – FIRED, St. George PD

2007 – HIRED, Velda City PD



2011 – ARRESTED

**Felony Kidnapping, Inflicting
Injury and Terrorizing, 2nd
Degree Aggravated Assault (DV)**



Three Kinds of People

Cooperative

- Will follow directions as given

Difficult

- Will always ask another question

Deceptive

- Act cooperative but will burn you

Three Kinds of People

4 Million YouTube Hits

The 5-Step Hard Style

- **#1 – ASK****
 - *Ethical Appeal*
- Introduction
- Provide clear directions
 - Tactical peace phrase
 - Sir, can I talk to you...
 - For your safety and mine...
 - Can you assist me today by...
- Be professional

The 5-Step Hard Style

- **#2 – Set Context****

- *Reasonable Appeal*

- Reason for the contact

- Explain your purpose and reason for initial question

- Sir, we received a call from this business that you are blocking the doorway.

- I would like to hear your complaint but we need to move away from the doorway...

- Be professional

The 5-Step Hard Style

- **#3 – Present options**

- *Personal Appeal*

- *1st positive*

- If you step away from the door, I can safely hear your complaint about this business.

- *2nd negative*

- If you do not move away from the door, you are subject to arrest.
- If that happens, I may not get to hear what you have to say.

The 5-Step Hard Style

- **#4 – Confirm Noncompliance**

- *Practical Appeal*

- Ask a clear question about their intent...

- “Is there anything I can SAY to gain your voluntary compliance?”

- “I’d like to think so, I’d like to think you’ll work with me.”

- *****Officer safety alert*****

The 5-Step Hard Style

- **#5 – ACT**

- *Too Late*

- **ACT!**

- Engage or disengage...

The 5-Step Hard Style

Deflection Techniques

- Use an acknowledgement that does not suggest agreement...
 - I can appreciate that and...
 - I understand that, however...
 - I believe that and I want to help, so...

**No matter what we
do...what's our goal?**

**To generate voluntary
compliance.**

And how do we do that?

**By what we say and how
we say it.**

Off. Simmons

5 Universal Truths

- ❑ ALL people want to be treated with DIGNITY and RESPECT.
- ❑ ALL people want to be ASKED rather than TOLD to do something.
- ❑ ALL people want to be TOLD WHY they are being asked to do something.
- ❑ ALL people want to be given OPTIONS rather than THREATS.
- ❑ ALL people want a SECOND CHANCE.

It's NOT what you say...

But how you say it.

**If there's a conflict between
the voice and the non-
verbals...**

**People will believe the
non-verbals.**

Contact Professional

Be Flexible

- **Every encounter is UNIQUE**
- **Everyone has a “GOOD REASON” for what they’ve done**
- **“CHECK” your assumptions**
- **RESPOND to people...don’t REACT**
- **Maintain a PROFESSIONAL FACE...don’t try to save PERSONAL FACE**
- **CONTROL the events...don’t be a VICTIM of them**

Off. Powell



Off. Powell Interview

UPDATE

“I made this decision in the hope that my resignation will allow the Dallas Police Department, my fellow officers and the citizens of Dallas to better reflect on this experience, learn from the mistakes made, and move forward.”

-- Officer Robert Powell



A Traffic Stop



Tactical 8-Step Vehicle Stop

The Tactical 8-Step

1. Greeting
2. ID Self and Department
3. Reason for Stop
4. Justification?
5. Drivers License
6. Registration and Insurance
7. Decision
8. Closing

ORDER OF
IMPORTANCE

Don't be this guy!

Bad Day?

The Meaning Behind Words

- Words do not always reflect what the person really means.
- Words fly out but the *meaning* lies behind the words.
- Not what you said, it's how you made them feel.

L.E.A.P.S

LEAPS

- Listen
- Emphathyze
- Ask (Five types of Questions)
- Paraphrase
- Summarize

Why Tactical Communications?

**The way you treat people,
the way you talk to people...**

Can make a difference...

What people think of you...

Can make a difference...

Citizen Saves Officer

How much difference?

**The difference between
life and death.**

RESPECT

**"Respect is earned,
not given."**





Tactical Communications

La Mesa PD

PSP



Sgt. Wright and Off. Knudson ★ December 2018