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 WITHIN 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 of 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