

TACTICAL COMMUNICATION:  
COURSE OUTLINE (2-HOUR PERISHABLE SKILLS FORMAT)

**0:00 – 0:05 INSTRUCTOR/ATTENDEE INTRODUCTION**

- A. INSTRUCTOR INTRODUCTION/BACKGROUND
- B. ATTENDEE INTRODUCTION/BACKGROUND
- C. COURSE OVERVIEW
- D. BENEFITS AND GOALS OF THE COURSE

**0:05 – 0:20 SECTION I: S.A.F.E.R. (5 TIMES WHEN WORDS FAIL) (TC-A, E, IC-A, B)**

- A. SAFETY
  - 1. When your safety is compromised
  - 2. When the public's safety is compromised
- B. ATTACK/ATTACKED
  - 1. Physical assaults towards officers
  - 2. Physical assaults towards public
- C. FLIGHT
  - 1. Subject attempts escape
  - 2. Lawfully detained
  - 3. Lawfully arrested
- D. EXCESSIVE REPETITION
  - 1. Noncompliance to commands and directions
  - 2. Subject detects weakness in your command presence and ability
- E. REVISED PRIORITIES
  - 1. Safety, attack, flight, excessive repetition—action necessary!
  - 2. General prioritizing of service calls
- F. NEVER SACRIFICE YOUR PERSONAL SAFETY FOR ANY TACTICAL COMMUNICATION TECHNIQUE

**0:20 -- 0:30 SECTION II: 5-STEP HARD STYLE (TC-A, B, F) (IC-A, D, E, F)**

- A. ASK
  - 1. Ethical Appeal
  - 2. Method to measure compliance/resistance
- B. SET CONTEXT
  - 1. Reasonable Appeal
  - 2. Establish behavioral patterns of subject
- C. PRESENT OPTIONS
  - 1. Personal Appeal

2. Subject choice dictates following lawful action
- D. CONFIRM COMPLIANCE OR NON-COMPLIANCE
1. Practical Appeal
  2. Prologue to escalation/de-escalation
- E. ACT! (DISENGAGE OR ESCALATE)
1. Arrest
  2. Control
  3. Transport

**0:30 -- 0:45 SECTION III: ELEMENTS OF COMMUNICATION (TC-A, D, F, G, H) (IC-A, B, G)**

- A. SENDER/RECEIVER
1. Successful communication requirements
- B. WORDS, VOICE, AND BODY LANGUAGE
1. Elements of communication
  2. Visual and audible stimuli
  3. Normal vs. Abnormal responses
- C. BODY LANGUAGE
1. Passive
  2. Assertive
  3. Aggressive
- D. PROFANITY/INAPPROPRIATE LANGUAGE
1. Consequences of appropriate vs. inappropriate language
  2. Psychological effects of profanity
  3. Opposite of tactical civility
- E. OFF-TARGET VS. ON-TARGET SPEECH (ACCURACY)
1. Accuracy vs. Inaccuracy
  2. Effects
- F. QUESTIONING/INTERVIEW TECHNIQUES
1. Fact finding
  2. General
  3. Direct
  4. Leading
  5. Opinion-Seeking
  6. Active Listening (LEAPS concept)

**0:45 -- 1:00 SECTION IV: TACTICAL 8-STEP (TC-A, B, C) (IC-A, B, C, D)**

- A. GREETING
1. Good Morning/Afternoon/Evening

B. ID SELF/DEPARTMENT

1. Provide given name or title name
2. Acknowledge department title

C. EXPLAIN REASON FOR CONTACT

1. Officer safety consideration
2. Satisfies subject's desire to know why
3. Sets legal context for detention or arrest

D. LEGAL JUSTIFICATION

1. Fair exchange of communication
2. Used to evaluate subject action and behavior

E. REQUEST ID

1. Used to establish proper identification or subject/suspect
2. Provides lawful order
3. Measures resistive or compliant behavior

F. ADDITIONAL INFO

1. Used to obtain additional relevant information such as:
  - i. vehicle registration
  - ii. proof of insurance
  - iii. ownership
  - iv. etc.

G. DECISION STAGE

1. Appropriate action based on discretionary decision making process considerations

H. APPROPRIATE CLOSURE

1. Language must harmonize with decision
2. Avoid verbal parting shots

**1:00 – 1:15 SECTION V: COMMUNICATION (MISC.) (TC-A, H) (IC-A, B, C, D)**

A. CONTACT PROFESSIONAL

1. Literal meaning = with skill
2. Opposite of professional = amateur

B. KEY TO ACTIVE LISTENING

1. LEAPS Concept
  - i. Listening
  - ii. Empathy
  - iii. Ask questions
  - iv. Paraphrase

v. Summarize

C. THE GOLDEN RULE

1. Treat others as you would like to be treated under identical circumstances

D. VERBAL PARTING SHOTS

1. Inappropriate on behalf of officer
2. Normal response from subject/suspect
3. Allow subject to have the last word
4. Officer has the last act

E. MEANS OF COMMUNICATING

1. Discuss changing dynamics of communication
  - i. Past
  - ii. Present
  - iii. Future

**1:15 – 1:25 SECTION VI: CONTACT CONSIDERATIONS (TC-A, B, D) (IC-A, D)**

A. THE ART OF REPRESENTATION (TACTICAL COMMUNICATION/INTERPERSONAL COMMUNICATION)

1. Officer to officer
2. Officer to suspect
3. Officer to citizen
4. Officer to victim

**1:25 – 1:50 SECTION VII: OFFICER SAFETY (TC-A, B, C, D, E, F, G) (IC-A, B, D, E, G)**

A. 6 CONSIDERATIONS PRIOR TO MAKING CONTACT

1. Hands
2. Weapons
3. Terrain
4. Friends/Associates
5. Escape routes
6. Cover/Concealment

B. ESTABLISH OFFICER CONTACT/COVER ROLES

1. Establish primary roles of officers
2. Allow for flexibility and adaptation

C. USE OF FORCE OPTIONS

1. Uniform appearance/Command presence
2. Verbal commands
3. Open/Empty hand
4. Pain compliance/Control holds

5. Impact weapons
6. Chemical agents
7. Deadly force

D. DISCUSS DIFFERENT LEVELS OF FORCE

1. Low
2. Medium
3. High
4. Level choice is specific to subject behavior
5. Complacency
6. Proper distancing for maximum safety

E. ESCALATION VS. DE-ESCALATION

1. Intentional contact escalation
2. Unintentional contact escalation

F. THREAT ASSESSMENT

1. Resistance/Non-compliance
2. Verbal threats and/or Profanity
3. Excessive or Furtive movements
4. Suddenly ceases movement
5. History of violent behavior
6. [Group Discussion]

G. PRE-ASSAULT INDICATORS

1. Boxer stance
2. Hand set
3. Shoulder shift
4. Target glance
5. Thousand yard stare
6. [Group Discussion]

H. DISCUSS THE IMPORTANCE OF GENERATING VOLUNTARY COMPLIANCE

I. DISCUSS THE IMPORTANCE OF USING PROFESSIONAL LANGUAGE VS. NATURAL LANGUAGE

**1:50 – 2:00 SECTION VIII: TEST AND STUDENT EVALUATION (TC-A) (IC-A)**

- A. STUDENTS WILL COMPLETE A VERBAL QUESTION AND ANSWER TEST OF THE MATERIAL COVERED IN THIS OUTLINE ON ALL ASPECTS OF TACTICAL AND INTERPERSONAL COMMUNICATION WHILE WORKING IN SMALL GROUPS

## **LEGEND:**

### **TC = TACTICAL COMMUNICATION**

- A = Class exercises/student evaluation/testing
- B = Tactical – officer to: officer/suspect/citizen
- C = Tact Communication role within the use of force scale
- D = communication Elements (e.g. – positioning, environment, reading suspect(s), control/voluntary compliance)
- F = Professional/Non professional/Inappropriate Language
- G = Intentional/Unintentional contact escalation versus de-escalation (the “415 officer”)
- H = Questioning techniques (e.g. – fact finding, leading, opinion/feedback, general)

### **IC = INTERPERSONAL COMMUNICATION**

- A = Class exercises/Student evaluation/Testing
- B = Interpersonal – Officer to: officer/citizen/staff
- C = Listening Skills (versus “waiting to interrupt”)
- D = Communication Elements (e.g. – body language, posturing, observing, listening, asking, paraphrasing, redirecting, deflecting, defusing, responding, empathy, influence, resolution)
- E = Dealing with difficult/dominating people
- F = Persuasion (e.g. – appeal via ethics, rational, practical, personal)
- G = Inappropriate communication (e.g. – touch, distance, words, etc.)