

ANTIOCH POLICE DEPARTMENT

Tammany Brooks III, Chief of Police



**Antioch Police Department
Tactical Communications
(Perishable Skills PSP)
2 Hour Presentation
POST Control Number 2690-29504**

Major Subject Area

Topic Category

Tactical Communications

- A. Minimum topics/exercises Overview
- 1) Class Exercises/Student Evaluation/Testing
 - 2) Tactical – officer to: officer/suspect/citizen.
 - 3) Tactical communication role within the use of force scale.
 - 4) Communication elements (e.g.- approach, body language, posturing, observing, listening, asking, paraphrasing, redirecting, defusing, responding, interest, empathy, influence, resolution)
 5. Officer Safety (e.g.- positioning, environment, reading suspect(s), control/voluntary compliance)
 6. Professional/Non-Professional/Inappropriate language
 7. Intentional/unintentional escalation versus de-escalation
 8. Interviewing techniques

Course Objectives

- A. The student will:
- 1) Demonstrate knowledge of the basic components of communication skills and techniques.
 - 2) Show knowledge of the importance of listening and persuasion skills as they relate to effective communication.
 - 3) Show competency of skills needed to deal with difficult situations.
 - 4) 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
 - e. Effectiveness under stress conditions

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An instructor shall test students on minimum performance standards, and will also observe the students during their performance of each technique and exercise. The student must meet the minimum standard, otherwise remediation will be provided until the required standard is met.

I. Introduction - Goal of Tactical Communications (B)(F)

A. Course Goals:

- 1) Safety- officer and citizen
- 2) Improved Professional presence
- 3) Reduction in complaints
- 4) Reduction of liability
- 5) Lower stress on personnel
- 6) Limit injuries to officers/more staffing availability

II. Policies (F)

- A. Antioch Police Department Policy #1001
 - 1) Conduct of Employees
 - Professionalism
 - “Public respect is earned by exemplary conduct”
- B. Antioch Police Department Policy #421
 - 1) Digital Recording of Citizen Contacts
 - Controversial/ hostile contacts
 - 633 PC: Surreptitious recordings for investigation

III. Instructional Resources

- A. 2007 POST DVD
- B. Officer Rivieri Videos
- C. Ryan Moats Stop video
- D. Officer Powell Resignation video
- E. Sgt. Kuehnlein Video
- F. Female Officer Disarmed Video
- G. Laughter Therapy video

IV. Tactical Communications Within the Use of Force Scale (C)(F)(H)

- A. Professional Presence
- B. Verbal expression of intent

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V. Communication Elements (D)(H)

- A. Content= 7-10%- Not much power to convince or persuade
- B. Voice= 33 – 40%
 - 1) Tone = Attitude – 90% of complaints can be related to tone used
 - 2) Pace = slow/fast and pitch used.
 - 3) Other non-verbals = 50-60% = presence

VI. Professional/Non Professional & Improper (B)(D)(F)

- A. Separate attitude from behavior. Focus on behavior
- B. You are the Police Officer – Where you go there should be control and peace.
- C. Re-spect vs. Respect

VII. Types of Questioning Techniques (D)(H)

- A. Fact finder- The who, what, when, where, when, why and how
- B. General – open-ended. (e.g- What's is the problem or What is going on)
- C. Opinion seeker – How can we handle this?

VIII. Tactical – Officer to: Officer/Suspect & Citizen (B)(D)(F)

- A. Greeting
- B. ID Self/Department
- C. Reason for Stop or contact
- D. Probable Cause/Reason for stop
- E. Identification of person stopped
- F. Follow-up questions/documents in car stop
- G. Decision before breaking contact
- H. Close contact

IX. Intentional/Unintentional Contact Escalation vs. De-Escalation (B)(G)

- A. The five step approach:
 - 1) Ask
 - 2) Set context
 - 3) Present options
 - 4) Confirmation
 - 5) Act

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X. Officer Safety (E)

- A. Officer Safety/Security (e.g.- officer position, surroundings, suspect actions/observation of actions, control/voluntary compliance).

XI. Class Exercises/Student testing and Evaluation (A)

- A. Review and test students on instructed materials.
- B. Post test