

**California Commission on Police Officer Standards and Training**  
**Perishable Skill Program**

**Tactical and Interpersonal Communications**

**Course Outline**

- I. Introduction
  - A. Instructor
    - 1. Bio
  - B. Why are we here?
    - 1. Officer Survival (Jail video)
      - a. Personal
      - b. Career
- II. Small Group Exercise
  - A. Tactical vs. Interpersonal Communications
    - 1. Tactical
      - a. Officer safety
        - 1. Officer to officer/suspect/citizen
        - 2. Intentional/unintentional escalation
      - b. Command presence
        - 1. Positioning and body language
        - 2. Body language
      - c. Effective listening
        - 1. Observing and paraphrasing
      - d. Defusing anger
        - 1. Redirecting/Deflecting
        - 2. Empathy
      - e. Judgment and decision making
        - 1. Control/voluntary compliance
        - 2. Resolution
      - f. Stress conditions
        - 1. Environment/high risk vs. low risk/consensual vs. detention-arrest
        - 2. Professional/Non professional/Inappropriate language
    - 2. Interpersonal
      - a. Officer safety
        - 1. Officer to officer/suspect/citizen/subordinate
        - 2. Officer to difficult/dominating people
      - b. Enhanced professionalism
        - 1. Use of good communication skills
        - 2. Gain control/voluntary compliance
      - c. Decreased complaints

- 1. Inappropriate communications
  - 2. Dealing with difficult people
- d. Decreased liability
  - 1. Persuasion vs. Demand
- e. Less stress

### III. Effective Communications

#### A. Elements:

- 1. Content
  - a. 7-10%
  - b. Has little power to persuade or convinced
- 2. Voice
  - a. 33-40%
  - b. Tone = Attitude – 90% of police complaints are tone related
- 3. Non-Verbal
  - a. 50-60%
  - b. Officer presences
  - c. Body language

#### B. Active Listening Skills (Individual group discussion/presentations)

- 1. Paraphrasing and emotion labeling
- 2. Mirroring and effective pauses
- 3. Minimal encourages and open-ended questions

### IV. Communication Concepts

#### A. Required Components

- 1. Sender
- 2. Receiver
- 3. Message
- 4. Environment

#### C. Barriers to Communication (Group Exercise- Identifying barriers from Videos)

- 1. Intoxication/under the influence
- 2. Mental capacity
- 3. Cultural bias
- 4. Embarrassment/shame

### IV. Tactical/Interpersonal Communication Techniques

A. Verbal Judo

1. LEAPS

- a. Listen
- b. Empathize
- c. Ask
- d. Paraphrase
- e. Summarize

2. The Five Step “Hard Style”

- a. Ask
- b. Set context
- c. Present options
- d. Confirmation
- e. Act

B. Mediation

1. VECS

- a. Validate
- b. Empathize (empathy vs. sympathy)
- c. Clarify
- d. Summarize

C. Seven Things You Never Say (Individual Group discussions/presentations)

- 1. Hey You Come Here
- 2. Calm Down
- 3. I’m Not Going To Tell You Again
- 4. Be More Reasonable
- 5. Because That’s The Law
- 6. What’s Your Problem?
- 7. What Do You Want Me To Do About It?

V. Closing/Student evaluation/Dismissal