

San Jose Police Department Training Unit  
CPT 2016

**Tactical Communications (2.0 Hours)**  
*Expanded Course Outline & Perishable Skills Checklist*

**Course Goal**

The course will provide the sworn officer with the minimum topics of Tactical Communication required in the POST Perishable Skills Training Program. The intent of the course is to improve the Officers' ability to generate voluntary compliance through the art of the persuasion and utilizing the tools of the interpersonal communication. The Officer will receive an overview of the Tactical Communication Concepts such as communication elements, inappropriate language, question techniques and other communication principles. This will be achieved through lecture, class discussion, and video presentations.

**Minimum Topics / Exercises**

- a. Class Exercises / Student Evaluation
- b. Tactical – Officers to: Officer / Suspect / Citizen
- c. Tactical Communication role within the use of force scale
- d. Communication Elements
- e. Officer Safety
- f. Professional / Non-Professional / Inappropriate Language
- g. Intentional / Unintentional contact escalation Vs. de-escalation
- h. Questioning Techniques

**Course Objectives:**

The student will:

1. Show knowledge of the basic components of communication skills and techniques
2. Show knowledge of the importance of listening and persuasion skills
3. Show knowledge of skills needed to effectively deal with difficult people
4. Show knowledge of tactical communication skills to include:
  - a. Officer Safety
  - b. Judgment & Decision Making
  - c. Escalation Vs. De-Escalation
  - d. Listening / Persuasion

**I. Introduction**

- A. Welcome
- B. Registration
- C. Overview
- D. Goals
  - i. Safety
  - ii. De-Escalation
  - iii. Enhanced Professionalism/Positive Community Perspective
  - iv. Decreased Complaints-Citizen/Department Initiated
  - v. Decreased Vicarious Liability
  - vi. Lessen Personal / Professional Stress
  - vii. Court Power/Perception
  - viii. Increase Morale
  - ix. Cultural Awareness
- E. Course Objectives

**II. Use of Force**

**IV(c)**

- A. Force Options
  - i. Professional Presence
  - ii. Words/Voice
  - iii. Physical Control
  - iv. Electronic Devices
  - v. Impact
  - vi. Less Than Lethal
  - vii. Deadly Force
  - viii. Non-lethal not avail or appropriate based on circumstance
  - ix. Duty Manual

**III. Communication**

**IV(d)**

- A. Types/Elements
  - i. Verbal
    - a. Tone
    - b. Pace
    - c. Pitch
    - d. Modulation
  - ii. Non-Verbal
    - a. Body Language
    - b. Proxemics-Spatial Relations
    - c. Stance
    - d. Contact/Cover
    - e. Distance

- B. Steps in active listening**
  - i.** Open
  - ii.** Hear the Words
  - iii.** Interpret the words
  - iv.** Act Appropriately
  
- C. Roles**
  - i.** 2 people = 6 people
  
- D. Officer**
  - i.** Real Self
  - ii.** Self as seen by Self
  - iii.** Self as seen by others
  
- E. Contact**
  - i.** Real Self
  - ii.** Self as seen by Self
  - iii.** Self as seen by others
  
- F. Dealing with Difficult/Dominating People**
  - i.** Struggles
    - a.** Natural Reaction = Confrontation
    - b.** Studied Response
      - a)** “I predict it, but...”
      - b)** “I understand that, but.....”:
      - c)** “Oh, Yes, but ...”
      - d)** “I hear that, but..”
      - e)** “I got that, but”
      - f)** “I can see you’re upset, but...”
    - c.** Tactical Peace Phrases
      - a)** “Excuse me, can I chat with you...”
      - b)** “For your safety and mine...”
      - c)** “Could I ask you...”
      - d)** “Would you assist me...”
      - e)** “Can you work with me today...”
      - f)** “Can you go along with me on this...”
      - g)** “Help me, Help you....”
  
- G. Communication from the receivers point of view**
  - i.** Content-7-10%
  - ii.** Voice 33-40 %
  - iii.** Non-Verbal 50-60%
  
- H. Listening Skills**
  - i.** Nodding Head

- ii. Eye Contact
- iii. “I see”
- iv. Paraphrase “So what you are saying is...”

**IV. Officer Safety IV(e)**

**A. Struggles**

- i. As Ego goes up, safety goes down
- ii. As Ego goes away, power & safety rise

**B.**

- i. When Words Fail
  - a. S.A.F.E.R Concept
- ii. 90% of Body can lie watch for deception
  - a. Backing Away
  - b. Hand Movements
  - c. Incorrect Eye Contact
  - d. Does not Answer simple/direct questions
  - e. Incorrect Pitch/Pace

**C. 80/20 Rule**

- i. 20% Population = 80% of the Work

**D. Respect**

- i. sometimes that’s all they have

**V. Professional / Non-Professional / Inappropriate Communications IV(f)**

**A. IA Case Studies/Common complaints**

- i. Number of Complaints involving profanity
- ii. Common Issues
- iii. Focusing on Behavior Vs. Attitude

**VI. Intentional / Unintentional Contact Escalation Vs. De-Escalation IV(g)**

**A. The Five Step Hard-Style**

- i. Ask
- ii. Set Context
- iii. Present Options
- iv. Confirmation
- v. Act

**B. SOLER**

- i. Squarely facing person
- ii. Open Body Position
- iii. Lean Forward showing Attention
- iv. Eye Contact That Is Appropriate
- v. Relaxed Body Position

**C. Cultural Awareness**

- i. 120 Cultures in California
- ii. Demographics of Santa Clara County

**D. Outcomes**

- i. Compliance

- ii. Non Compliance

**VII. Tactical- Officer to: Officer / Suspect / Citizen IV(b)**

- A. Tactical Eight Step
  - i. Greeting
  - ii. Identify Self / Department
  - iii. Reason for Stop
  - iv. Any Justified Reason?
  - v. Drivers License
  - vi. Registration and Insurance
  - vii. Decision
  - viii. Close

**VIII. Question Techniques IV(h)**

- A. General
  - i. Open Ended
- B. Fact Finding
  - i. Who
  - ii. What
  - iii. When
  - iv. Where
  - v. How
- C. Direct
  - i. Yes / No
- D. Leading
  - i. Assumptions
  - ii. Guiding
- E. Opinion / Feedback
  - i. Options
  - ii. Possible Outcomes

**IX. Class Exercises IV(a)**

- A. Planned in-Class Exercises
  - i. Facilitated in-class discussions based on video scenarios
  - ii. Practice 5 Step & 8 Step Styles

**X. Stressors/Coping Mechanisms**

- A. Sources of Stressors
  - i. Work
  - ii. Off Duty
- B. Coping Mechanisms
  - i. On Duty Work-out
  - ii. Exercise
  - iii. MHN
  - iv. Peer Support
  - v. Police Chaplain

**vi.**

**XI. Reference Materials**

**A. Materials Used**

- i.** Tactical Communications Instructor Course Documentation
  - a.** CHP Germany Boy Video
- ii.** POST Tactical Communications DVD (Tactical Communications-2007)
  - a.** Segments
    - a)** Legal & policy
  - b.** Scenarios
    - a)** Stolen Car
    - b)** Domestic Violence