

Interpersonal, Practical and...



Tactical Communications

"martial arts of the mind and the mouth"

Housekeeping/Expectations

- Involvement
- Courtesy
- Breaks

Objectives

Understand the Reasons for Effective Communications

- Understand the principles of communication
- Identify tension factors
- Identify barriers to communication

Objectives

- Understand the elements of listening skills
- Familiarization with Tactical Communications
- Identify basic communication skills and their use in Detentions

The Benefits of Effective Communications

At home and in our personal life....

- Better relationships?
- Better health?

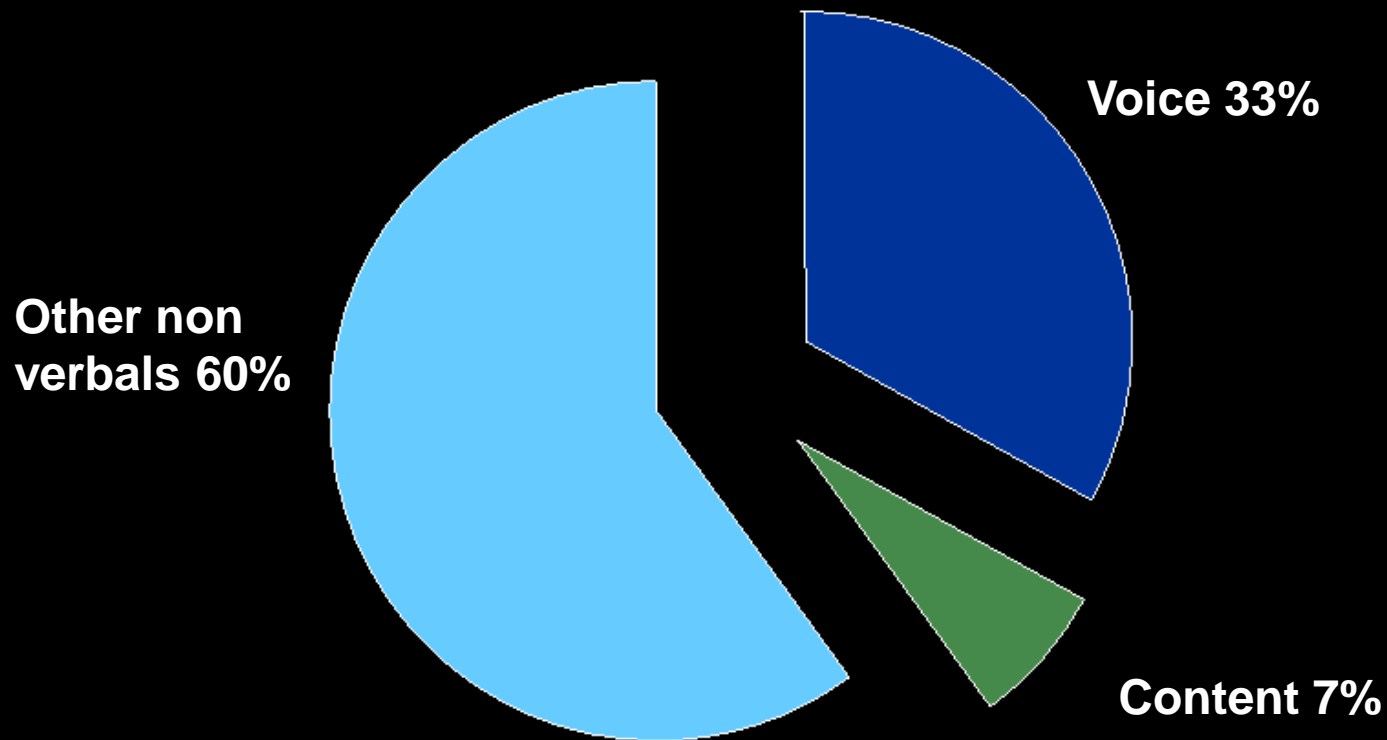
At work...

- Increased officer safety
- Career Success
- Better professional relationships
- Reduces ethical or cultural conflicts

Effective Communications

- Why?
 - Because 97% of our encounters with people are verbal, only 3% turn physical
 - To get the job done:
 - Safely and efficiently

Principles of Communication

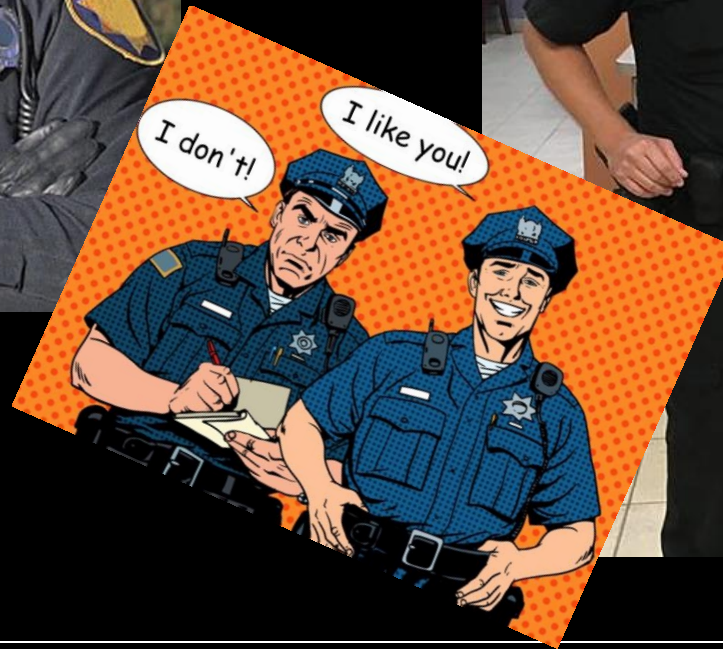


Non-Verbal Behaviors

- Intensity
- Voice:
 - Tone
 - Pitch
 - Modulation
- Body positioning and stance



Non-Verbal Behaviors



Voice

- I didn't say he stole the gun.
- I didn't say he stole the gun.
- I didn't say he stole the gun.
- I didn't say he stole the gun.
- I didn't say he stole the gun.
- I didn't say he stole the gun.

Barriers to Effective Communication

- Physical barriers
- Values/Beliefs
- Culture
- Artifacts?
- Other Ideas?

Tension Factors

- The root of many problems:
 - 1. Tension among inmates
 - 2. Tension among deputies

What Causes Tension???

■ Inmates

- Lack of freedom
- Court Dates
- Food
- Visits
- Family issues
- Mail
- Withdrawal from drugs/alcohol
- Racial/gang issues

■ Staff

- Schedule
- Family
- Finances
- Staffing
- Training
- Work Load
- Team/Supervisor Dynamics
- Complacency

The Elements of Active Listening

- Suspending Judgment
- Not just what is said, but how
- Non verbal clues
- Key words/indicators
- What isn't being said
- Tommy...

Basic Communication Skills in a Detentions Setting

- Why do we communicate? And with who?

The Who:

- Who are we communicating with?

The How:

- How do we communicate?

Information must be....

- Pertinent
and
- Accurate

What can you tell them?

- Presence
- Name
- Birth Date
- Arresting Agency
- Charges
- Court Dates
- Arresting Officer
- Personal Information
- Bail
- Victim
- Age
- Location of Arrest
- Race
- Visiting Hours
- Emergency Contact Information

Remember this.....??

- I didn't say he stole the gun.
- I didn't say he stole the gun.
- I didn't say he stole the gun.
- I didn't say he stole the gun.
- I didn't say he stole the gun.
- I didn't say he stole the gun.

Communication Activity

Group 1:

You are the deputies: What are the benefits of effective communication with your peers?

Group 2:

You are the deputies: What are the potential problems of communicating with your peers in the presence of inmates?

Group 3:

You are the inmates: What are the benefits of poor communication between deputies?

Group 4:

You are the inmates: What are the benefits of deputies who communicate in front of you?

Conflict Resolution

- How do we resolve conflict?
- SAFER/5 Step

Verbal Intervention

- How to verbally intervene?
 - In person
 - Voice
 - ???

The earlier the better right?

So let's change gears
a little...

Tactical Communications

- In the Detentions setting
- Fundamentals
- Remaining Calm and Professional
- G.V.C.
- When words fail (S.A.F.E.R.)
- 5 step

Tactical Communications

- Basic Concepts of Communication
- Three Kinds of People
- The Contact Professional and Avoiding Profanity





-
- “We are not telling you to talk more...we are asking you to talk more effectively and tactically.”

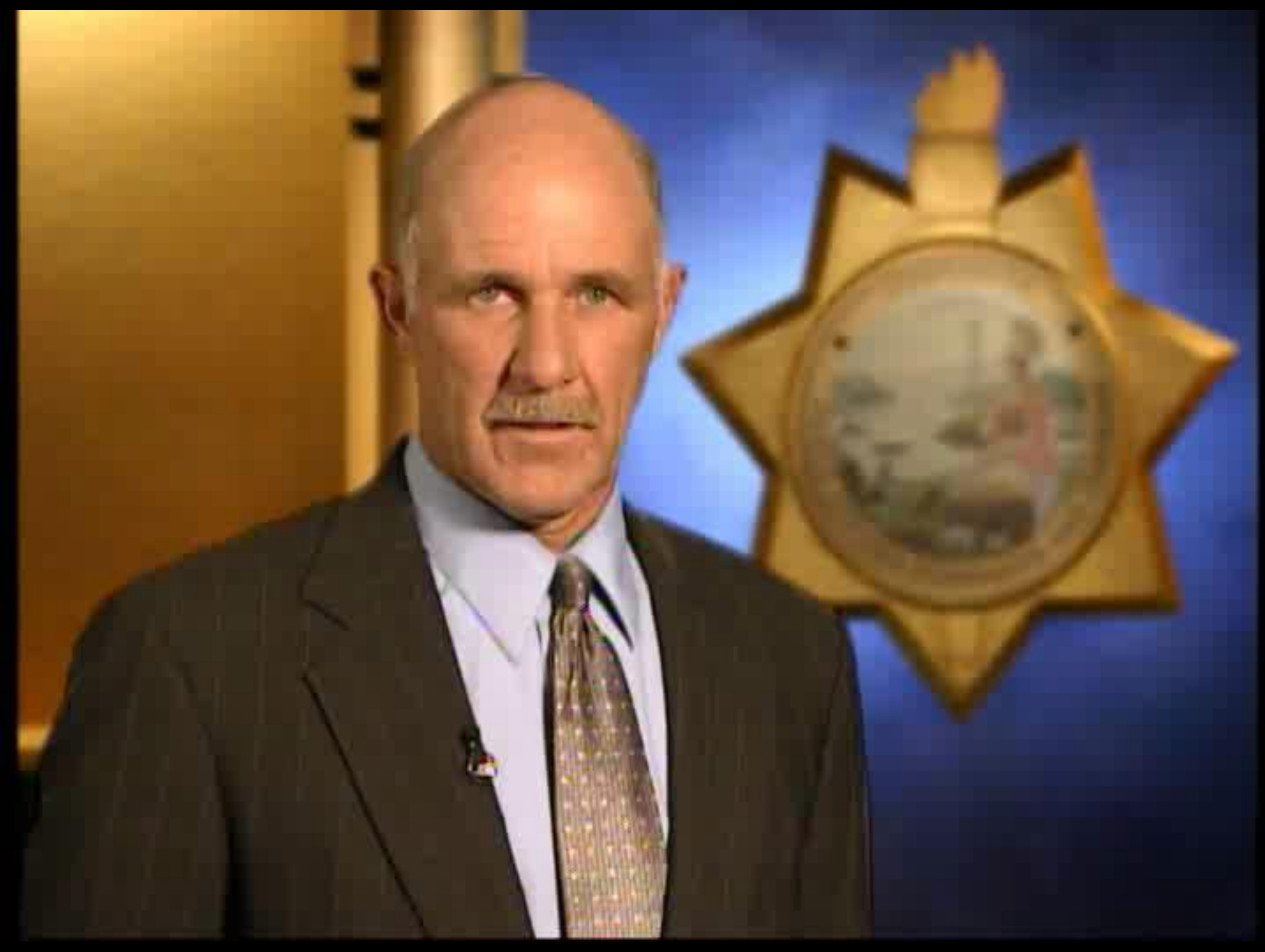
Tactical Communications

- Natural Communication:
 - What is it?
- Tactical Communication:
 - “Words shaped to achieve the goal”



FATAL SENTENCE

- I'm not going to tell you again!



The Symbol and Representation of Trust...

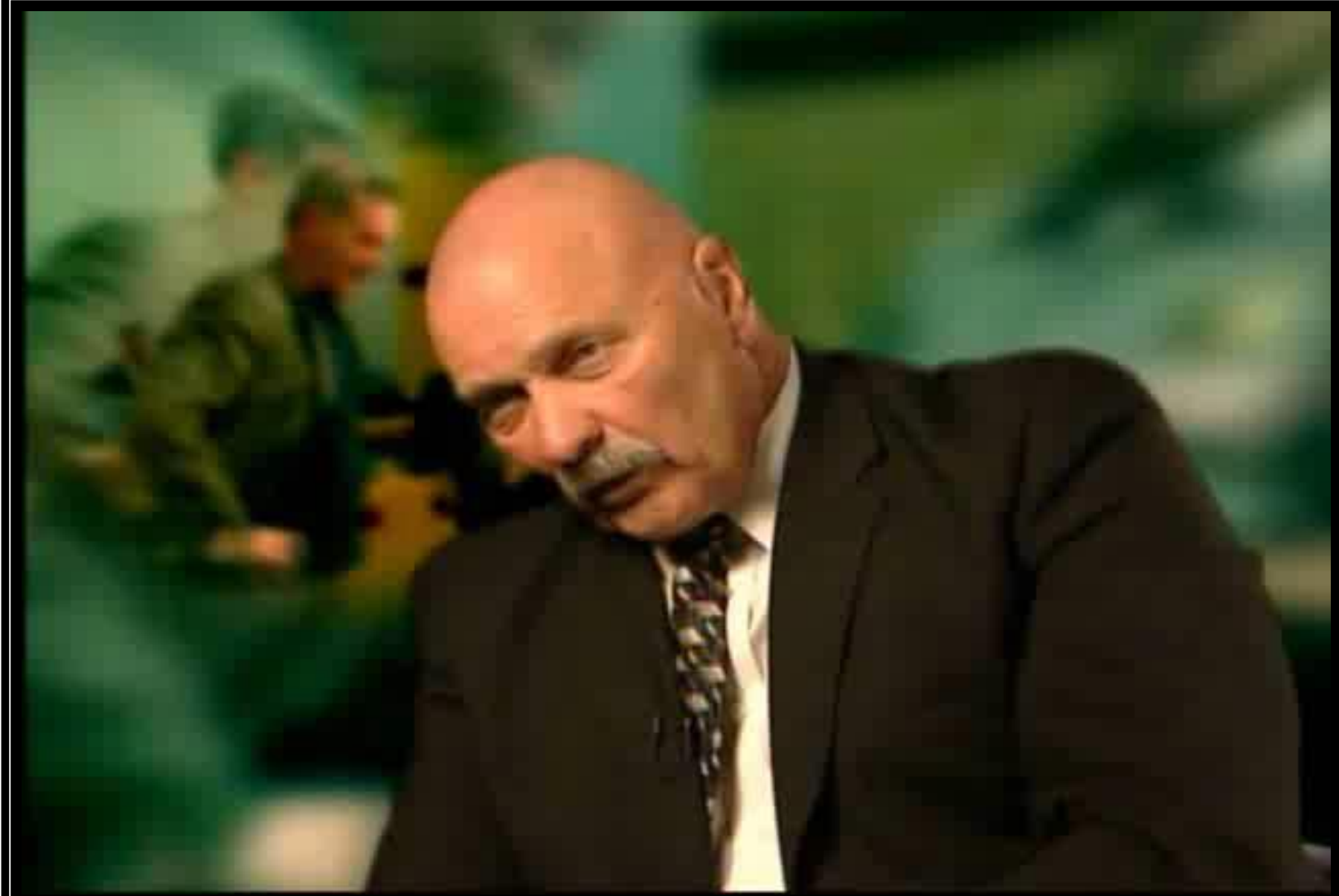
- By in large the badge that we wear is a symbol of public trust. When we get up and go out on a call for service, or work with the community, we are either going to tarnish that badge or we are going to polish that badge.

The Ultimate Law Enforcement Goal

- Generate Voluntary Compliance (GVC)

GVC Is Not Easy

- People are under the influence –
 - Liquor
 - Drugs
 - Rage
 - Fear
 - Ignorance
 - Stupidity
 - Etc...



Two major goals of LE Tactical Communication

- Enhance Deputy safety
- Enhance professionalism

Enhanced Professionalism will:

- Decrease vicarious liability
- Decrease chances of citizen complaints
- Less personal stress
- Increases your ability to testify effectively
- Increase morale

5-Step “Hard Style” Approach

- This is your opportunity to bring that difficult person into compliance

5 Step Process

1. Ask
2. Set Context
3. Present Options
4. Confirm
5. Act

Step One - Ask:

“Sir, I need you to get dressed and step out of the cell so I can take you to court”

Step Two - Set the Context:

“Sir, as I have explained to you already, your name is on the list for court this morning. The judge has scheduled you to go to court and your presence there is mandatory. You are obligated to court when it is scheduled. Will you please get dressed and step out of the cell?”

Step Three - Present Options:

- Present options: **good first, always!**
- 1. “Sir, let me explain your options: your first option is to step out of the cell and go to court. When you get to the court holding area they will confirm that you are needed to appear. If the judge says you are not needed, you will be returned to this unit and go about your business...”
- 2. “Your second option is to refuse my lawful order, your resistance will result in additional charges which you will be held accountable for. Sir, I really don’t think that is necessary and I would prefer you cooperate with me. Will you please get dressed and step out of your cell.”
*****Always present the positive option first, if you present the negative option first, you may put the person immediately on the defensive and escalate the situation*****

Step Four – Confirm:

- Set the context again/practical appeal:

“Sir, is there anything I can SAY at this time to gain your voluntary compliance, I’d like to think so, I’d like to think you would cooperate with me”

Step Five – ACT:

- **ACT:** Dis-engage and/or escalate to your next force option.

You have asked this subject 4 times (steps 1-4) to cooperate with you and they have refused. This continued refusal is a violation of SAFER and is considered excessive repetition.

FIVE CONDITIONS WHEN WORDS FAIL (S.A.F.E.R.)

- SECURITY
- ATTACK
- FLIGHT
- EXCESSIVE REPETITION
- REVISED PRIORITIES

SECURITY

- Whenever you have somebody in your control, or some property under your control, and it is in immediate danger

ATTACK

- Anytime your personal danger zone is violated you need to act



FLIGHT

- When someone unlawfully flees your presence

EXCESSIVE REPETITION

- You have no voluntary compliance forthcoming and you have asked the subject to do something repeatedly

REVISED PRIORITIES

- Anytime an incident or something occurs that is of greater importance or of a greater security concern, consider changing how you handle that call.....ACT!!

Two Tactical Principals

- “Say what you want, but do what I say”
- “I’ve got the last act, you’ve got the last word.”

Student Exercise

This is going to be fun!

Force Options and Verbal Skills

*“The preservation of order and the observance of law are best achieved through **voluntary compliance** rather than force or compulsion. The higher the level of public **voluntary compliance** and cooperation, the less need for use of force. To that end, the use of force must always be considered secondary to the desirability of **voluntary compliance** to law.”*

Addendum F

THE ART OF REPRESENTATION

ART OF REPRESENTATION

■ Power Principles:

- As ego goes UP, power and safety go DOWN
- As ego goes away, power and safety RISE!
- *You* must DISAPPEAR to have influence over others

Basic Concepts

(video)

BASIC CONCEPTS OF COMMUNICATION

■ BASIC RULE #1

- “Treat people the way you would like to be treated.”
- “There but for the grace of God go I.”

■ BASIC RULE #2

- Smile a little bit!

BASIC CONCEPTS OF COMMUNICATION

- TWO FACES
- Personal face - how you really feel
- Professional face - The ability to put on a face to meet the faces that you meet.

BASIC CONCEPTS OF COMMUNICATION

■ PRINCIPLES OF DISINTEREST

- Everyone believes they have a good reason for what they do
- People care about knowing: hence, set context – explain to them what or why you're doing what you're doing or what you're requesting them to do
- Respond to people, don't react to them

BASIC CONCEPTS OF COMMUNICATION

- Redirect rather than resist
- Bad words color good deeds negatively
- Maintain your professional face never succumb to using you personal face

HOW TO DIAGNOSE A VERBAL ENCOUNTER

- When people are upset they express their feelings, they don't tell you what they really want, they tell you how they feel about what they want.

(VIDEO)

HOW TO DIAGNOSE A VERBAL ENCOUNTER

- How does he see the problem?
- How is he different from me?
- What are the constraints that I am going to face here?
- What kind of face do I need to put on?

THREE KINDS OF PEOPLE

- Cooperative
- Difficult
- Deceptive

THE CONTACT PROFESSIONAL & AVOIDING PROFANITY

(VIDEO)

THE CONTACT PROFESSIONAL & AVOIDING PROFANITY

- POLICE ARE THE ULTIMATE CONTACT PROFESSIONALS
- CONTACT - in Latin means – with skill.
- PROFESSIONALISM suggests a quality and consistency of action, that is to say the more difficult the situation the better we act.

THE CONTACT PROFESSIONAL & AVOIDING PROFANITY

- SELF

- DEPARTMENT

THE CONTACT PROFESSIONAL & AVOIDING PROFANITY



THE CONTACT PROFESSIONAL & AVOIDING PROFANITY

- “You gotta talk to these people in a language they understand”
 - Insult strengthens
 - Tactical civility weakens



FINAL THOUGHTS

- Tactical communication is like any other skill or tactic that we are taught. If you don't proactively use it everyday, when you need it the most it is going to fail you.

Interpersonal, Practical and...



Tactical Communications

"martial arts of the mind and the mouth"

52nd Detentions Court Services Academy

DE-ESCALATION CONCEPTS

DE-ESCALATION CONCEPTS

- How do you diagnose a verbal encounter?

HOW TO DIAGNOSE A VERBAL ENCOUNTER

- When people are upset they express their feelings, they don't tell you what they really want, they tell you how they feel about what they want.

HOW TO DIAGNOSE A VERBAL ENCOUNTER

- How does he see the problem?
- How is he different from me?
- What are the constraints that I am going to face here?
- What kind of face do I need to put on?

P.A.C.E

P.A.C.E

- PROBLEM
- AUDIENCE
- CONSTRAINTS
- ETHICAL PRESENCE

DE-ESCALATION CONCEPTS

- How many weapons do people have to use against us?
 - Fist, guns, knives, etc...
- VERBAL WEAPONS?
- Which one do they use against us 99% of the time?

DE-ESCALATION CONCEPTS

- CALM DOWN! No...
- Deflect and re-direct it, and move forward
 - Peace phrases
 - “Sir I see your upset”
 - “I hear what you are saying. I got that, but listen to me”

DE-ESCALATION CONCEPTS

■ VERBAL DEFLECTION TECHNIQUES

“I understand that...”

“I got that...”

“Hadn’t thought about that...”

“Sorry to hear that, but ...”

DE-ESCALATION CONCEPTS

- Using these verbal deflector techniques, provide you a positive end result on a couple of different fronts.
 - Makes you feel good
 - It disempowers that person
 - It has a positive effect on someone that is passing by

DE-ESCALATION CONCEPTS

- I've got the last act, I willingly give you the last word.

DE-ESCALATION CONCEPTS

■ TACTICAL PEACE PHRASES

- Used to invite cooperation
- Deescalates the situation

DE-ESCALATION CONCEPTS

- “Sir, can I talk to you for a second?”
- “Work with me on this sir”
- “For your safety and mine”
- “If you cooperate with me, I’ll note that in my report”

DE-ESCALATION CONCEPTS

- “Sir or ma’am can you help me to help you”
- “What’s the matter?”

DE-ESCALATION CONCEPTS

- Remember; just listening and giving a person an opportunity to blow off steam and have their side heard, can go a great way to help de-escalate a situation.

FIVE TOOLS TO GENERATE VOLUNTARY COMPLIANCE (L.E.A.P.S)

- Listen
- Empathize
- Ask
- Paraphrase - #1 most powerful tactic known to man in communication
- Summary - ability to make decisive statements and be seen as being decisive

L.E.A.P.S

- LISTEN

- What is the opposite of talking?

- WAITING

L.E.A.P.S

■ Steps in Active Listening

- Be open and unbiased
- Hear literally
- Interpret accurately
- Act appropriately
- Tactical listening will save your life
- Tommy...

L.E.A.P.S

■ EMPATHY

- empathetic patience is the only way that people understand they are being heard, that helps resolve conflict

L.E.A.P.S.

- ASK
- The five types of questions
 - Fact-finding
 - Leading
 - Opinion-seeking
 - Direct
 - General

L.E.A.P.S.

■ PARAPHRASING

- you are putting somebody's words into your own words
- Maybe not what they SAID, but what they meant.

L.E.A.P.S.

■ SUMMARY

■ Two things to remember about summary

1. You are paid to make a decision
2. Never pick up where you left off, always go back

FINAL THOUGHTS

- Tactical communication is like any other skill or tactic that we are taught. If you don't proactively use it everyday, when you need it the most it is going to fail you.