

2019-2020 San Diego Sheriff CPT In Service Training

College Applications

YOU MUST COMPLETE THE COLLEGE APPLICATION IN ITS ENTIRETY TO GET CREDIT FOR CPT

All 36 items must be filled out.

Here are some of the commonly missed items:

Question #1	=	<u>REAL</u> SSN or CSID (College Student ID)
Question #13	=	Miramar College Campus
Question #14	=	Fall Semester
Question #16	=	Major Code 445
Question #27	=	High School Graduation Year
Question #34	=	Mark YES or NO

Don't forget to sign and date page 3

Tactical Communications



In Service Training

Cpl. Mike Cruz

Rev. 12/2018

Tactical Communication



Tactical Communication

- The goal of our lawful commands is to generate voluntary compliance.
- This is how we enhance our officer safety.
- Is this officer's words, tone, actions going to generate any voluntary compliance

Tactical Communication



Tactical Communication

- Is he risking his officer safety to prove a point?
- Is he risking his partners safety?
 - Through skillful use of tactical communication an officer can increase officer safety and enhance professionalism.
 - We want to decrease the level of violence we encounter which will decrease our injuries as well.

Tactical Communication

- When we get that voluntary compliance it makes us look good.
- Even if we don't get the compliance but we make every effort to, it will still make us look good.

Tactical Communication



Tactical Communication

- This may be an extreme example but what image does it portray of law enforcement.
- Our actions affect all of us. If one of us fails/messes up, then we all do.
- When the public is on our side we are safer, and they may just be a factor in a life or death situation.

Tactical Communication



Office of the State Attorney Lee County

Tactical Communication



Tactical Communication

- The general public does like us and want to support us. But we cant take those relationships for granted.
- Think of dealing with the public as an opportunity to develop our communication skills.

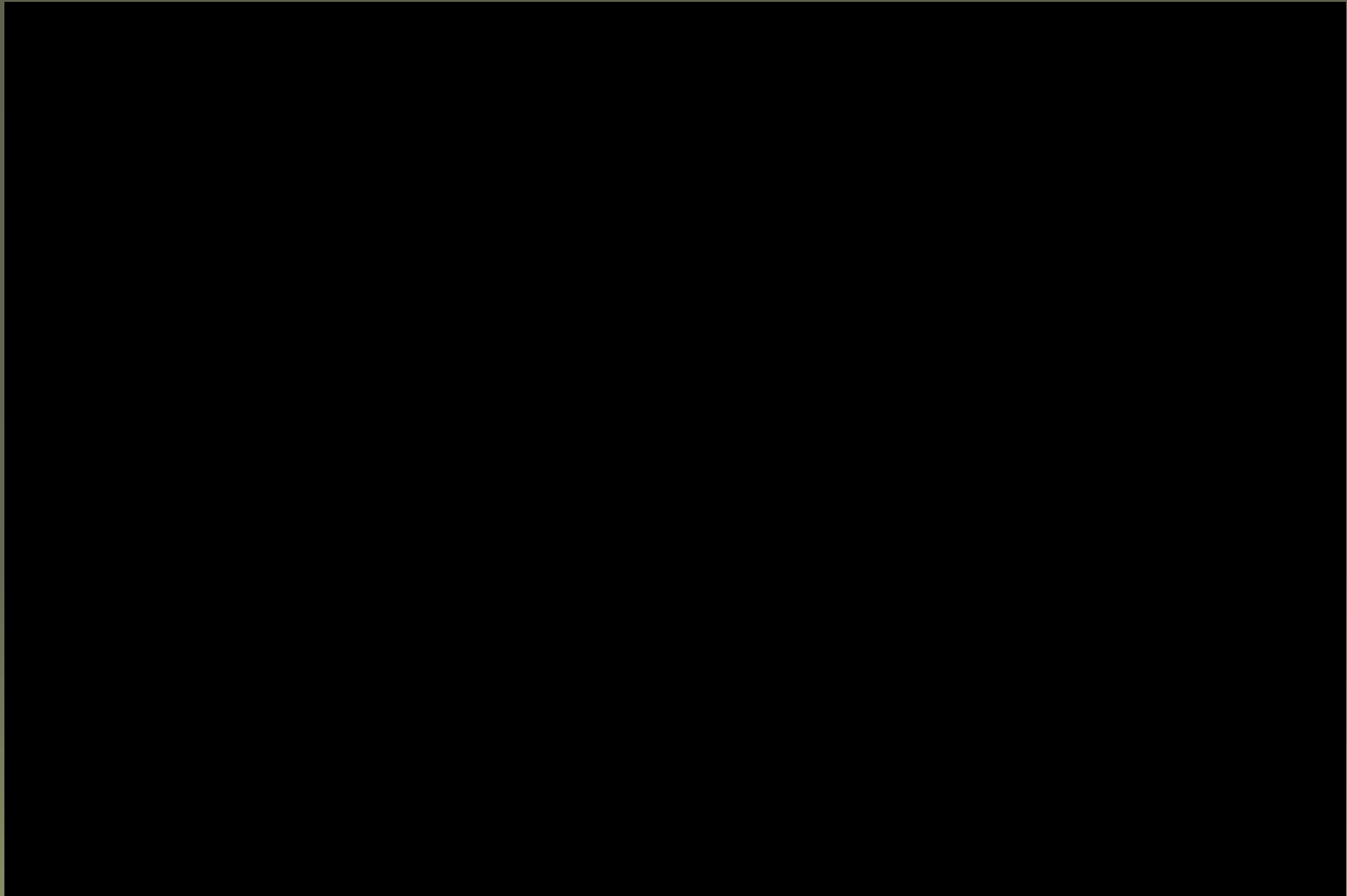
Tactical Communication

- We are always on display.
 - We really do set the standard when we are in public. Because of the nature of our job, enforcing the law, we are expected to be representative of an ideal citizen.
- Can Deputies use curse words according to our policy?
 - P&P Section 2.22 Courtesy –
 - “Except when necessary to establish control during a violent or dangerous situation, no member shall use coarse, profane or violent language.”
 - That being said its not always the best tool...

THE CONTACT PROFESSIONAL & AVOIDING PROFANITY



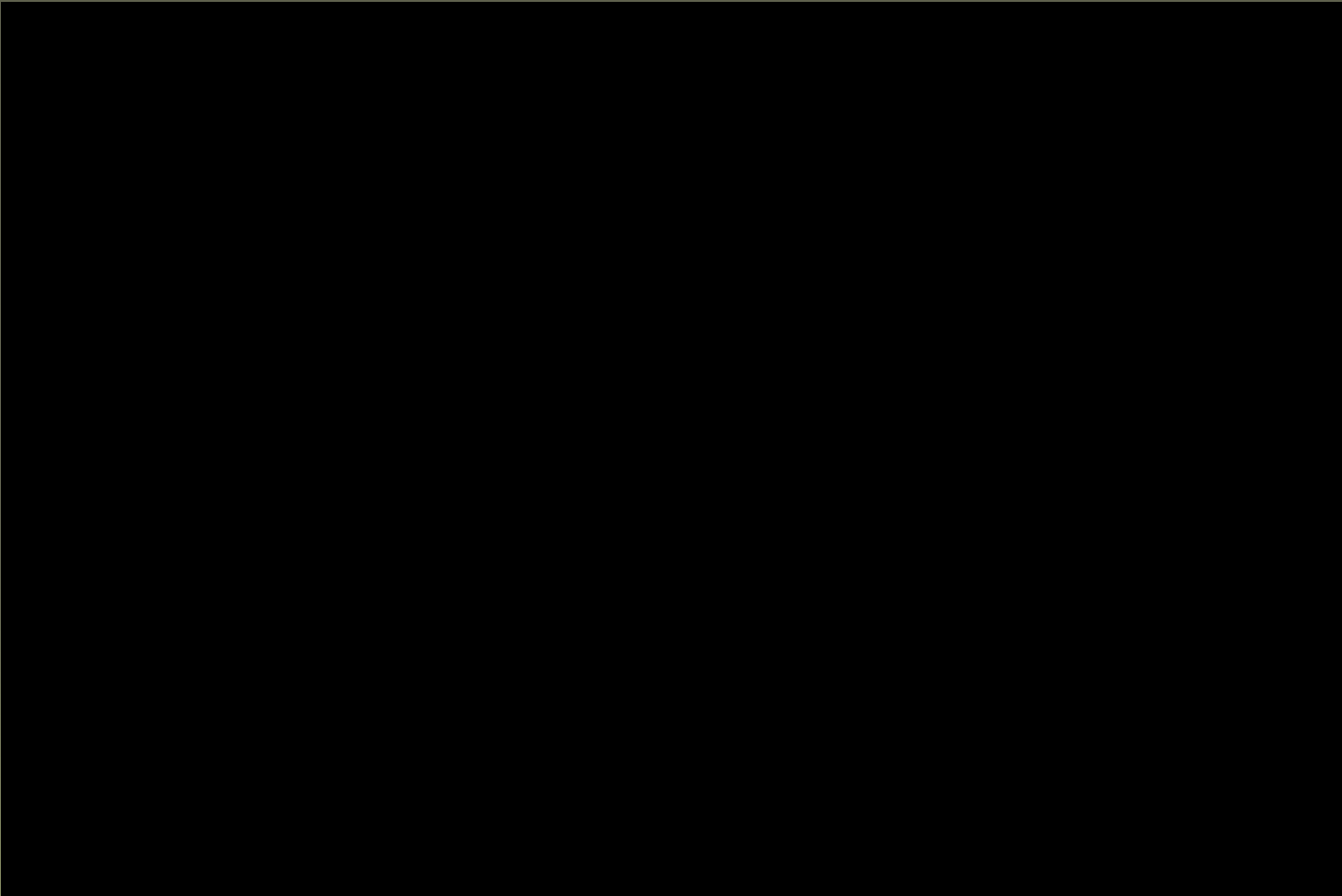
THE CONTACT PROFESSIONAL & AVOIDING PROFANITY



Tactical Communication

- Tactical Communication Power Principles
 - As ego goes UP, power and safety goes DOWN!
 - As ego goes away, power and safety RISE!

Tactical Communication



Tactical Communication

- When we do keep our cool it makes us look better, more professional, and we will win in the end.

Tactical Communication





Rigel Kent 1 year ago

I love how these morons film these things themselves and upload it thinking, "Oh, I'm gonna show everybody how cool I am." Then after they put it up everyone is like, "What an idiot."

Reply • 18



Han Fastolfe 1 year ago

I hope when he needs a cop....they will be nowhere to be found.

Reply • 28



Nash Montana 1 year ago

Hahaha cracks me up the huge grin on the cop's face when he says 'you have a safe day Sir'.

Reply • 16



anon 1 year ago

I work for our local sheriff's office. Here is what every single deputy has told me: start arguing about a ticket and you'll never get out of one.

Reply • 15



whathitme 1 year ago

I'm from Oakland and this guy is a dickbag. Good job on the officer for handling it the way he did.

Reply • 10



The Religion Defender 11 months ago

I will Double His Salary If I Were His Manager God Bless This Man



Tactical Communication



Tactical Communication



Tactical Communication

- San Marcos Motor Unit
 - Traffic stop for stop sign violation
 - How would you describe his demeanor, tone, words?
- Who looks bad in this video?
- Even though he is exercising restraint, staying calm, and giving her every opportunity to comply, is he being safe?

Tactical Communication



- Reality of our job
 - How many jobs do you know of that have a standardized line of duty death funeral protocols?
 - How many jobs do you know of that strive to reduce the number of deaths each year, not eliminate?
- This is our reality, why make things harder for ourselves?

Communication Techniques



- LEAPS

- Tools for create voluntary compliance

- 5 Step Hard Style

- For people that are “hard” to deal with.
- A modification of “Ask, Tell, Make.”

- S.A.F.E.R.

- We never compromise our officer safety

Tactical Communication

■ 5 tools to create voluntary compliance – L.E.A.P.S.

1. Listen

- Project the fact that you are a listener.

2. Empathize

- Citizens have a point of view, right or wrong.
- You don't have to agree with them, just recognize their perspective.

3. Ask

- Fact finding. The who, what, where, when, why and how.

4. Paraphrase

- Wrap the subjects meaning in your own words and say it back.
- If you cant, you didn't understand the subject.

5. Summarize

- Be clear in your response.

Tactical Communication



Tactical Communication

- Basic principles to remember:
 - 1. All people want to be treated with dignity and respect.
 - 2. All people want to be asked rather than told to do something.
 - 3. All people want to be told why they are being asked to do something.
 - 4. All people want to be given options rather than threats.
 - 5. All people want a second chance.
- Even if these tactics ultimately prove to be ineffective and you have to go hands-on with a resistive subject, it will be clear that you were the good guy when the cell phone video inevitably surfaces after a confrontation.

Tactical Communication

■ 5 Step Hard Style

1. Ask
 - Ethical Appeal
2. Set the Context
 - Reasonable appeal
3. Present Options – Positive first, negative second
 - Personal appeal

Tactical Communication



Tactical Communication

■ 5 Step Hard Style

1. Ask
 - Ethical Appeal
2. Set the Context
 - Reasonable appeal
3. Present Options – Positive first, negative second
 - Personal appeal
4. Confirmation
 - Practical Appeal

Tactical Communication



Tactical Communication

■ 5 Step Hard Style

1. Ask

- Ethical Appeal

2. Set the Context

- Reasonable appeal

3. Present Options – Positive first, negative second

- Personal appeal

4. Confirmation

- Practical Appeal

5. Act

- Time to go hands on using our Use of Force policy

Tactical Communication



Tactical Communication

■ The 5 times when words fail - S.A.F.E.R

1. Security

- Whenever others are in imminent jeopardy – ACT!
- Whenever property under your control is threatened – ACT!

2. Attack

- Whenever your personal danger zone is violated – ACT!
- Based on training and experience.

3. Flight

- Whenever the subject unlawfully flees your presence – ACT!

4. Excessive Repetition

- No voluntary compliance is forthcoming.
- You have exhausted all verbal options – ACT!

5. Revised Priorities

- Whenever a matter of higher priority requires your immediate attention – ACT!

Tactical Communication



Tactical Communication



Tactical Communication

- Opening paragraph of Addendum F...
- “The preservation of order and the observance of law are best achieved through voluntary compliance rather than force or compulsion.”
- However if all else fails...

Tactical Communication





**KEEP
CALM
AND
TAKE
A
BREAK**



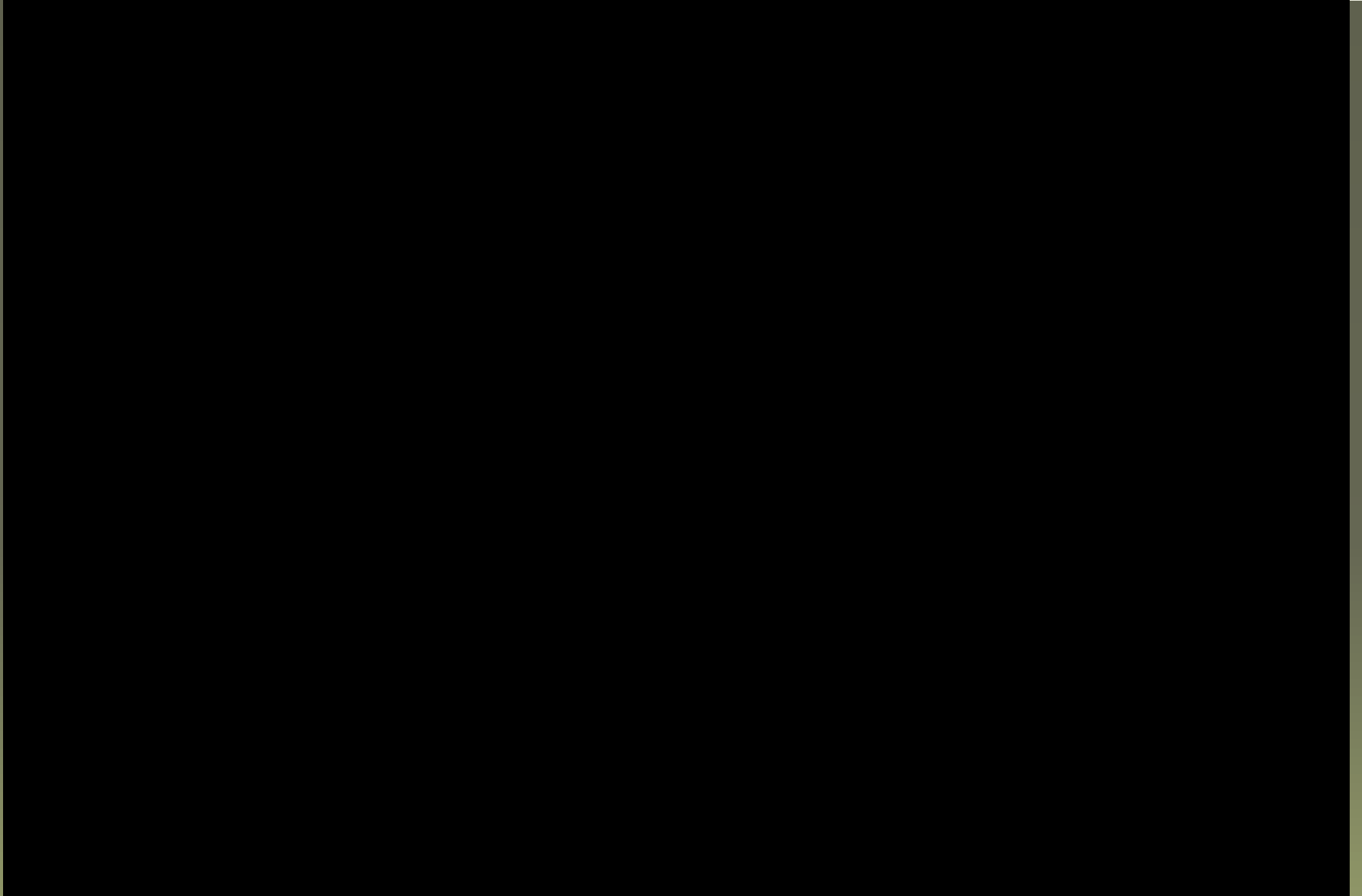
Break!

10 Minutes

Safety Brief – Stress Relief Exercise

- **NO LIVE WEAPONS** or **AMMUNITION** allowed during the practical application rotations and scenarios
 - **All Firearm Safety rules apply to less lethal weapons, and inert weapons**
- **NO** Backups , Ammo, OC, TASERS, Collapsible Batons, Knives, or other weapons
- Eye protection is mandatory

Safety Brief – Stress Relief Exercise



Integrating Communication, De-Escalation, and Tactical Planning



In Service Training Unit

Preservation of human life



- Why are we here?
- We value human life
- This reverence is our guiding principal in everything we do, particularly with regards to use of force

Reverence for human life



- When we demonstrate a reverence for human life, what effect does it have on our communities?
 - Builds public trust
 - Opens doors for better relationships
 - Helps us establish partnerships

What is the goal in any tactical situation?

- Preservation of life
 - Hostage/Victim's Lives
 - Innocent Citizen's Lives
 - Deputies' Lives
 - The Suspect's Lives
- Control the situation
 - Control the suspect
 - Self-control
 - Prevent excessive force
 - De-escalation Techniques

What is the goal in any tactical situation?



Repercussions



The suspect was punched 37 times and kicked 17 times. Two deputies were charged with felony battery under color of authority. Deputies took plea deal to reduce felonies to misdemeanors.

Goal of this course

Give deputies additional tools to control the suspect, the situation, and to preserve life.

New industry term is De-Escalation

- **What is De-Escalation?**
 - Reduction of the intensity of a conflict or potentially violent situation

Goal of this course

- Remember this stuff isn't new!
- We've been doing it for years with plenty of trendy titles!

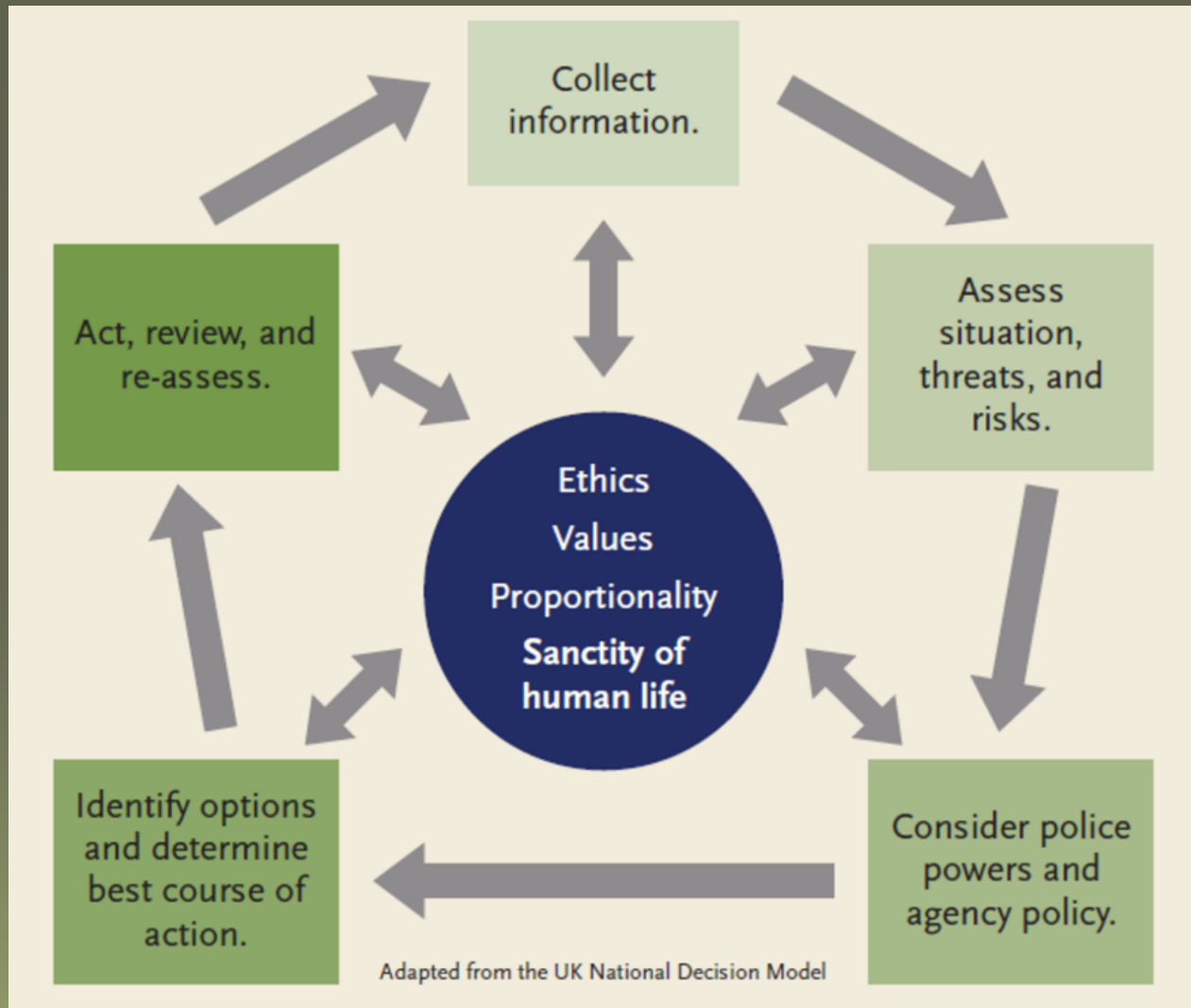


C-Colt



- C- Contact suspect and identify yourself
- C- Communicate with CC and Deputies
- O- Order suspect to comply with instructions
- L- Less Lethal deployed at suspect
- T- Take down / arrest team moves on suspect

P.E.R.F. Decision Making Model



Decision Making Models

- All of these are just ways to help us accomplish the mission in a safe and tactically proficient manner.
- De-Escalation doesn't mean tip toe around suspects or be fearful or timid.
- Time is on our side but it doesn't mean hesitate.
- It just means find the best possible solution to any given problem using any or all of the resources available to you without forcing yourself into a bad position.

Viewer discretion is advised.

COPS.COM

Tactical De-escalation defined

The use of techniques to:

- Reduce the intensity of an encounter with a suspect
- Enable an officer to have additional options to gain voluntary compliance
- Mitigate the need to use a higher level of force
- All while maintaining control of the situation

Tactical De-escalation defined



Tactical De-escalation defined



Tactical De-Escalation Officer Safety

- However, Tactical De-Escalation DOES NOT require that a deputy compromise his or her safety or increase the risk of physical harm to the public.
- Tactical De-Escalation techniques should only be used when it is safe and prudent to do so.

When to use Tactical De-Escalation

- When time is permitting
- And a threat of imminent death or serious bodily injury is NOT present
- De-escalation techniques may enable deputies to gain time and tactical options to potentially reduce:
 - The need to use force to take a suspect into custody; or,
 - Prevent escape; or,
 - Address a threat while also maintaining control of the situation

Tactical De-Escalation



When responding to any incident, the 3 C's are crucial in achieving a successful resolution.

Contain- The situation unless forced to act. Do not create an exigency.

Control- Assisting personnel movements, strategic placement and use of weapons.

Communicate- With supervisors, the suspect and others as appropriate.

Tactical De-Escalation

Remember, all of this is based on time being on our side. If you don't have to use force right away or rush in to take action, then wait.

Pending calls can wait, reports can wait, your *safety cannot.*

Active Listening

- Almost every contact begins with a conversation
- People often give us information, yet we miss it. Why?
- Listen to what they say

Active Listening Skills

- Active Listening doesn't happen by accident, it takes practice
- **M**inimal Encouragers
- **O**pen Ended Questions
- **R**eflecting / Mirroring
- **E**motion Labeling
- **P**araphrasing
- **"I"** Messages
- **E**ffective Pauses
- **S**ummary



“MORE PIES”

Active Listening Skills

- **Minimal Encouragers**
- **Open-Ended Questions**
- **Reflecting/Mirroring**
- **Emotional Labeling**

Active Listening Skills

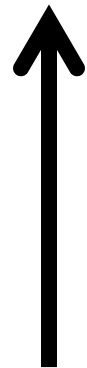
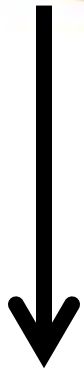
- **Paraphrasing**
- **“I” Messages**
- **Effective Pauses**
- **Summary**

Establishing Rapport

- Allow the suspect to vent
- Listen to his/her side of the story
- Two sides to every story/situation
- Minimize the circumstances as a strategy
 - Downplay the seriousness of the crime

Behavioral Influence

Emotionality



Rationality



Behavioral Influence

- Using Active Listening Skills and developing a rapport is our way to drive down the emotionality and begin to control our suspect.
- Getting someone to do something they don't want to do using just verbal skills (i.e. Behavioral Change)
- This can become a very powerful weapon.

Tactical De-Escalation Techniques



- **Planning**
- **Assessment**
- **Time**
- **Redeployment and/or Containment**
- **Other Resources**
- **Lines of Communication**

Planning

- Begins at the start of shift and upon receiving a radio call
- Use initial information and pre-existing knowledge to develop approach
- Adapt plan as additional information or factors become available
- Arrive at scene with coordinated approach

Assessment

- Continually assess the situation as circumstances change and new information is received.
- Attempt to determine whether suspect's actions are
 - Deliberate
 - Resisting Arrest
 - Attempting Escape
 - Inability to comprehend the situation due to:
 - Environmental
 - Physical
 - Cognitive
 - Other conditions

Time

Distance + Cover = Time

- Time allows officers opportunity to:
 - Communicate with suspect
 - Develop and refine tactical plans
 - Call for additional resources
- If suspect is contained and does not pose a threat to others, time can provide an opportunity for suspect to reconsider actions and decisions
- Don't use Tombstone Courage (i.e. advising on cover)



Redeployment and/or Containment

Redeployment and/or containment can afford officers:

- Control of a situation
- Time and distance:
 - Reassess
 - Communicate
 - Request additional resources
 - Use tactics to reduce likelihood of injury

Redeployment should not enable a subject to gain a tactical advantage, arm himself/herself, or flee and pose a greater danger to the public or officers.

Other Resources

- Less Lethal
- K9
- Detectives
- Traffic/Motors
- ASTREA
- GST/CST
- SADLE
- Search & Rescue
- Crisis Negotiations Team
- SED

Lines of Communication

- Maintaining open lines of communication with suspect, family, community members, witnesses, etc.
- Communication between officers can improve decision-making under tense circumstances
- When a suspect observes that officers are prepared, well organized, professional, and working as a team, they may be deterred from attempting to flee, fight, or actively resist.

Case Study

Van Nuys Division





CAUTION



YOU HAVE REACHED THE

LAST PAGE

OF THE INTERNET

**TURN OFF YOUR BROWSER AND GO BACK TO WORK
THERE'S NOTHING ELSE TO SEE HERE**