

Sunnyvale Department of Public Safety  
TACCOM(PSP)  
2750-29504  
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## **TACTICAL COMMUNICATIONS**

(4 hours)

### **COURSE GOAL:**

This course will provide officers with refresher training on the topic of Tactical Communications. This training is required by 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 persuasion and utilizing interpersonal communication tools. Officers will receive an overview of Tactical Communication concepts such as: tactical communication within the use of force scale, communication elements, inappropriate language, questioning techniques and other communication principles.

The course consists of hands-on/practical tactical communications training for in-service officer.

### **COURSE OBJECTIVE:**

The officer will:

1. Demonstrate knowledge of the basic components of communication skills and techniques.
2. Demonstrate knowledge of the importance of listening and persuasion skills as they relate to effective tactical communication.
3. Demonstrate knowledge of the skills needed to effectively deal with difficult people.
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, Verbal Commands
  - E. Effectiveness under Stress Conditions

Minimum standards of performance shall be tested by an instructor observing the trainee during their performance of each technique and exercise. If the trainee does not meet minimum standards, as established by the presenter, remediation will be provided until the standard is met.

## **OUTLINE:**

### I. INTRODUCTION

- A. Course Overview
- B. Course Goals
  - 1. Safety - yours and theirs
  - 2. Enhanced professionalism
  - 3. Decrease in complaints
  - 4. Decrease in liability
  - 5. Lessen personal stress

### II. INSTRUCTIONAL RESOURCES

- A. POST DVD

### III. TACTICAL COMMUNICATION ROLE WITHIN THE USE OF FORCE SCALE

- A. Professional presence
- B. Verbalization
- C. Gaining voluntary compliance by using words
- D. Appeals for persuasion-ethical, rational, personal, practical

### IV. COMMUNICATION ELEMENTS

- A. Content = 7-10% - has little power to persuade or convince
- B. Voice = 33- 40%
  - 1. Tone = attitude - 90% of complaints are tone related
  - 2. Pace = slow/fast vs. pitch
  - 3. Other non-verbal (body language) = 50 - 60% (approach, presence and posture)
  - 4. Tactical Empathy-seeing the problem through their eyes
  - 5. Deflecting and redirecting verbal abuse, defusing, resolving conflict

### V. PROFESSIONAL/NON-PROFESSIONAL/INAPPROPRIATE LANGUAGE

- A. Separate attitude from behavior. Focus only on behavior
- B. You are a PEACE OFFICER - Bring PEACE
- C. Be respectful to everyone
- D. Use touch, distance and words to gain voluntary compliance

VI. L.E.A.P.S. /FIVE TYPES OF QUESTIONS TECHNIQUES

- A. Listen (listening vs. waiting to interrupt)
- B. Empathize
- C. Ask
- D. Paraphrase
- E. Summarize

VII. FIVE TYPES OF QUESTIONS

- A. Fact Finding - Who, What, Where, When, Why and How
- B. General - Open-ended. What is the matter.....?
- C. Opinion Seeking - Is there some way we can handle this?
- D. Direct - Yes or No
- E. Leading - Putting words into others mouth

VIII. EIGHT STEP TRAFFIC STOP OR SEVEN STEP PEDESTRIAN CHECK

- A. Greeting
- B. ID self/dept.
- C. Reason for stop
- D. Any justified reason?
- E. Driver's license
- F. Registration and Insurance
- G. Decision
- H. Close

IX. INTENTIONAL/UNINTENTIONAL CONTACT

ESCALATION VS. DE-ESCALATION (Citizens, Staff and Officer)

- A. The Five Step
  - 1. Ask
  - 2. Set Context
  - 3. Present Options
  - 4. Confirmation
  - 5. Act

X. OFFICER SAFETY - S.A.F.E.R. CONCEPT

- A. Officer Safety (e.g. – approach, body language-reading suspects, positioning, environment, reading suspects, maintaining control and gaining voluntary compliance)
- B. Security =ACT!
- C. Attack=ACT!
- D. Flight =ACT!
- E. Excessive Repetition=ACT!
- F. Revised priorities=ACT!

X. CLASS EXERCISE/STUDENT EVALUATION/TESTING

- A. Class will do practical scenarios with a partner using the five and eight step techniques.
- B. Review and discussion of key concepts.

Testing: Any student scoring below standard on any exercise, as established by the presenter, will be remediated, tested until standard is achieved