



PASMA

PUBLIC AGENCY SAFETY MANAGEMENT ASSOCIATION

2011 Meeting: Contra Costa County Risk Management

Thursday, June 30

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Office of the Sheriff, Contra Costa County

Tactical Communications notes

- Course goals
 - Officer Safety
 - Enhanced Professionalism
 - Decrease Citizen Complaints
 - Decrease Vicarious Liability
 - Lessen Personal Stress on the job and at home
 - Court Power
 - Increase Morale

- The Profession of Law Enforcement
 - High Visibility
 - Quick Decisions
 - Codified Body of Knowledge
 - Continuous Training
 - Adapt to Change
 - Ethical Standards of Conduct

- Goal of Tactical Communications
 - *To Gain Voluntary Compliance*

- Think SAFER (when words fail)...then ACT!
 - Security
 - Attack
 - Flight
 - Excessive Repetition
 - Revised Priorities

- Intervention (Force) Options
 - Professional Presence Non-Verbal and Verbal (no force)
 - Control, Search, & Handcuffing
 - Defensive Tactics

- Chemical Agents
- Conducted Energy Devices (taser, stun gun, etc)
- Personal body Weapons
- Intermediate Weapons (baton, etc)
- K-9
- Specialized Weapons (40mm, etc)
- Carotid Restraint
- Firearm
- Deadly Force
- Handling Verbal Abuse (using deflection techniques – strip phrases)
 - I appreciate that but...
 - I understand that, but...
 - Oh yes, but...
 - I hear you, but...
 - I've got that, but...
 - I believe that, but...
 - I hadn't thought of it that way, but...
 - You can also use a combination of phrases to be more effective
- The art of paraphrasing
- Reasons to use deflector phrases
 - Makes you feel good!
 - Springboard-focus technique
 - Dis-empowers the other
 - Sounds good to others!
- Three principles of Tac-Com
 - Say what you want, DO what I say
 - I've got the last ACT, you've got the last WORD
 - RE spect vs. Respect
- The Art of Representation (see video)
- Communication
 - What is the opposite of talking? ...waiting to interrupt!
 - From the receivers point of view;
 - Content = 7-10%
 - Voice = 33-40%
 - ONV = 50-60% ...93% = Delivery style
 - Remember – Content and TONE (tone = attitude)
 - Voice – Pace, Pitch, Modulation (volume)
- Roadblocks to Effective Communications
 - Preoccupation
 - Emotional Blocks
 - Hostility
 - Charisma
 - Past Experience

- Stereotyping
- Defensiveness

- Three main types of people
 - Cooperative
 - Difficult
 - Deceptive

- LEAPS – The Tool for Effective Communications
 - Listen
 - Empathize
 - Ask
 - Paraphrase
 - Summarize

- **Tactical Eight-Step**
 1. Greeting – “Hello, or Good Morning, Afternoon or Evening”
 2. ID Self / Department – “I’m Deputy / Officer _____ with the _____ Department”
 3. Explain reason for the contact – “The reason I stopped you was _____”
 4. Ask reason for actions – “Was there any legal reason for _____ that I might not be aware of”
 - a. NOTE: It is important to pause between the 1st four steps to prevent the person contacted from having a chance to start the most common arguments; “Who are you, where do you get the right to stop me, why did you stop me?”
 5. Driver’s License/ID – After listening to the response given after step-4, then ask for the driver’s license.
 6. Additional Documentation – Ask for additional documentation or clarification of information on ID as well as registration and proof of insurance.
 7. Decision - At this point, you have all the information needed for a decision on your choice of action: tell them your decision and act accordingly.
 8. Closing – It is important to harmonize your closing with the action taken. If you write a citation, “Have a nice day” might not be the best way to leave the citizen. “Please drive safely” might be a better way.
 - Use the Eight-Step vehicle stop format has several advantages, including,
 - The first four steps help to deflect crap
 - They buy assessment time
 - Using the eight-steps help to create a pattern which in turn helps with citizen complaints and in court

- **The Five-Step Appeal Process (AKA five-step Hard Style)**
 1. Ask or Command “Would you please _____”
 2. Explain the Reason you need to “_____ is to _____”
 3. Present Options / Explain Consequences
 - Tap into their selfish concerns
 - Think for them as they would 48-72 hours later when not under the influence of anger or other emotions

- “If you adhere to my request, you’ll be able to be on your way fairly quickly. You’ll be able to go home tonight/today, have lunch/dinner with your family, and sleep in your own bed.”
 - “If you do not adhere to my request you’ll have to come with me, probably eat and drink with me, spend the night with us, possibly lose your job, girlfriend, friends...that’s called an arrest.”
- 4. Confirmation Stage (confirmation of subjects intentions)**
- Confirms their intent not to cooperate or asks them what it would take to reasonably resolve the situation. “Is there anything I can say to encourage you to cooperate?”
- 5. ACT!**
- If step-4 fails, ACT appropriately and quickly.
 - This does not mean you can’t go back and try Steps 1-4 again
 - Depending on the situation you may need to stall for reinforcements)
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Notes: