

Sacramento Police Department – 2320
TACTICAL COMMUNICATION Course – 30855

Statement of Purpose: This purpose of this course will provide also provide students overview of Tactical Communication and Active Listening with respect to POST requirements and Perishable Skills Training Program. The intent of the course is to provide attendees with an overview of Tactical Communication techniques and concepts, as well as practical Active Listening skills. Students will receive an overview of related concepts, as well as a participate in a practical exercise to demonstrate learned skills.

- I. Course Objectives
 - a. Discuss the reasonableness of contact (Why)
 - b. Discuss knowledge of person to be contacted (Who)
 - c. Officer Safety Risks (What)
 - d. Discuss intent of event: (Why)
 - i. Probation/Parole
 - ii. Crime in Progress
 - iii. 981/Consensual Contact
 - e. Discuss desired outcome: (What)
 - i. Resolved on scene/ Arrest
 - ii. Services offered/accepted
 - f. Discuss perceived L.E. biases

- II. Tactical Communication
 - a. What is it?
 - i. Strategic message to a specific audience to generate voluntary compliance
 1. What you say
 2. How you say it
 - b. TacCom helps officers:
 - i. evaluate situations
 - ii. make safe and effective decisions
 - iii. learn from their actions
 - c. Types
 - i. Officer to Officer
 - ii. Officer to Suspect
 - iii. Officer to Citizen
 - iv. Officer to Victim
 - d. Officer Safety
 - i. Contact Escalation
 1. Intentional / Unintentional
 2. De-escalation
 - e. Communications Elements
 - i. Content=7-10%
 1. has little power to persuade or convince
 - ii. Voice=33-40%
 1. Tone=attitude-90% of complaints are tone related
 2. Pace=slow/fast vs. pitch
 - a. I NEVER SAID HE STOLE THE MONEY

Sacramento Police Department – 2320
TACTICAL COMMUNICATION Course – 30855

- iii. Other non-verbals=50-60%=presence
- f. Questioning Techniques
 - i. Tactical Eight Step Model
 - 1. Example: Traffic stop
 - 2. Example: Call for service
 - ii. Five Step Tactical Process - Utilized if Tactical 8 Step is ineffective
- g. Inappropriate Language

III. Active Listening

- a. Fully concentrating on what is being said rather than passively “hearing” the message of the speaker.
- b. Listening with all senses
- c. Why is listening important?
 - i. The most fundamental component of communication skill
 - ii. Active process that takes a conscious decision
 - iii. More time listening than speaking
- d. Benefits of Active Listening
 - i. Builds Trust
 - ii. Broadens perspective
 - 1. Strengthens your patience
 - 2. Makes you approachable
 - 3. Increases competence and knowledge
 - 4. Saves time and money
 - 5. Helps detect and solve problems
 - iii. What makes a good listener: Listening vs. Hearing
 - iv. Non-verbal and Verbal signs of Active Listening skills
 - 1. Non-verbal
 - a. Smile
 - b. Eye contact
 - c. Posture
 - d. No distractions
 - 2. Verbal
 - a. Positive reinforcement
 - b. Remembering
 - c. Questioning
 - d. Clarification
- e. Listening Styles
 - i. People-Oriented
 - ii. Action or Task-Oriented
 - iii. Content
 - iv. Time
- f. Examples of Active Listening/Questioning Techniques
 - i. Paraphrasing
 - ii. Verbal Affirmation
 - iii. Opened ended questions
 - iv. Asking specific questions

Sacramento Police Department – 2320
TACTICAL COMMUNICATION Course – 30855

- v. Summarizing Questions
- vi. Effective Pauses
- g. Barriers to Effective Listening
 - i. Attention Span
 - ii. Receiver Biases
 - iii. Listening Apprehension
- h. Tips for Effective Listening
 - i. Eye contact
 - ii. Attentive and relaxed
 - iii. Open mind
 - iv. Don't interrupt
 - v. Clarifying questions
 - vi. Summarize
 - vii. Try to feel what the speaker is feeling
 - viii. Regular feedback
 - ix. Attention to non-verbal cues

- IV. Event Prologue & Introduction to Crisis Decision-making Model (CDM)
 - a. Event Prologue (Defined)
 - i. An opening to a story that establishes the setting and gives background details.
 - b. Goals of Event Prologue:
 - i. Increase use of BWC.
 - ii. Establish the setting for a contact.
 - iii. Give reason for contact.
 - iv. Safety: Officer/Public
 - v. Enhance Professionalism
 - 1. Use appropriate language
 - vi. Decrease complaints
 - 1. Use of inappropriate language
 - c. Implicit Bias (Defined)
 - i. Unconscious attitudes/stereotypes that affect:
 - 1. Understanding
 - 2. Actions
 - 3. Decisions

- V. Class Exercises / Student Evaluations / Testing
 - a. TacCom Refresher Quiz
 - b. **Learning Activity:** Students will be provided various scenarios in which tactical communication and active listening skills will be utilized and demonstrated. The instructor will proctor the exercise and provide direct/immediate feedback.