

# Santa Clara County Sheriff's Office

## Tactical Communications – 4 hours

### Course Outline

Course Objective: The students will demonstrate knowledge of the basic components of communication skills and techniques, demonstrate knowledge of the importance of listening and persuasion skills as they relate to effective tactical communication, demonstrate knowledge of the skills needed to effectively deal with difficult people, and demonstrate a minimum standard of tactical communication skills with every technique and exercise, to include: listening/persuasion, judgement and decision making, officer safety, de-escalation and verbal commands, and effectiveness under stress conditions.

- I. Introduction (30 min)
  - A. Course Goals
    - 1. Safety
    - 2. Enhanced Professionalism
    - 3. Decrease complaints
    - 4. Decrease Liability
    - 5. Lesson personal stress
    - 6. Increase morale
  - B. Course Expectations
  - C. Why we need this course
  
- II. SAFER (30 min)
  - A. This is an officer safety class – 5 Times When Words Fail
    - i. Security, Attack, Flight, Excessive Repetition, Revised Priorities
  
- III. 5 Universal Truths (30 min)
  - A. At work, how do you want to be treated?
  - B. The Goal of Law Enforcement
    - i. Generate Voluntary Compliance
  
- IV. Three Types of People (30 min)
  - 1. Difficult – almost never do what you say first time; they will ask WHY
  - 2. Deceptive – sneaky; dangerous; will act cooperative, but first ones to hurt you
  - A. Dr. Thompson You tube video
  - B. Jeremy Drew video
  
- V. Tools to Generate Voluntary Compliance (15 min)
  - A. LEAPS - Listen, Empathize, Ask, Paraphrase, Summarize
  - B. Verbal Deflectors

- i. Acknowledge person's concern
    - ii. Allows us to focus on the issue and not the attitude
    - iii. It is professional and responsive
  - C. Reasons for Verbal Deflectors
    - iv. Helps officers to not overreact
    - v. Dis-empowers the other person(s)
    - vi. Sounds better and helps keep composure
  
- VI. What is your "hot button"? (15 min)
  - A. Identifying your trigger is the key to overcoming the weakness
  - B. Know what pushes your buttons and know how you will overcome that
  
- VII. Tactical 8-Step Vehicle Stop and Pedestrian Approach (15 min)
  - A. Steps 1-8
  - B. Example vehicle stop with 8-step
  - C. Advantages – help discourage resistance, assessment time, professional deliver style, keeps things in-check, sounds good
  
- VIII. 5-Step Technique for Difficult Persons (15 min)
  - A. Steps 1-5
  
- IX. Practical Scenarios (30 min)
  - A. 8-Step vehicle stop
  - B. 5-Step pedestrian stop
  
- X. Review (15 min)
  - A. Platinum Rule
  - B. Verbal Judo Maxims
  - C. Chill cop You tube video