

**Bay Area Rapid Transit Police Department**  
**POST Perishable Skills Program (PSP)**

**IV-TACTICAL COMMUNICATIONS (2 Hours)**

**Expanded Course Outline**

**COURSE GOAL:**

The course will provide the trainee with the minimum topics of Tactical Communications required in the POST Perishable Skills Training Program. The intent of the course is to improve the trainees' ability to generate voluntary compliance through the art of persuasion and utilizing the tools of interpersonal communication. The trainee 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.

**I. TACTICAL COMMUNICATIONS**

A. Minimum topics/Exercises

1. Class Exercise/Student Evaluation/Testing
2. Tactical- officer to officer/suspect/citizen
3. Tactical Communication role within the use of force scale
4. Communication Elements (e.g.-approach, body language, posturing, observing, listening, asking paraphrasing redirecting, defusing, responding, interest, empathy, influence, resolution.)
5. Officer safety (e.g- positioning, environment, reading suspect(s), control/voluntary compliance)
6. Professional/Non-professional/Inappropriate language
7. Intentional/unintentional contact escalation versus de-escalation (the 415 ficer)
8. Questioning techniques (e.g.- fact-finding, leading, opinion/feedback, general)

**II. COURSE OBJECTIVES**

A. The trainee 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.**

### **III. GOALS OF TACTICAL COMMUNICATIONS**

#### **A. Course Goals**

1. Safety- yours and theirs
2. Enhanced professionalism
3. Decrease in complaints
4. Decrease in liability
5. Less personal stress
6. Decrease in injuries (fewer officers on 4850)

### **IV. INSTRUCTIONAL RESOURCES**

- A. 2007 POST DVD
- B. Officer Rivieri Video
- C. Ryan Moats Stop Video
- D. Officer Powell Resignation Video
- E. Sgt. Kuehnlein Video
- F. Laughter therapy Video

### **V. TACTICAL COMMUNICATION'S ROLE WITHIN THE USE OF FORCE SCALE**

- A. Professional presence
- B. Verbalization

**VI. COMMUNICATION ELEMENTS** **IV (c)**

- A. Content = 7-10% - has little power to persuade or convince
- B. Voice = 33-40%
  - 1. Tone = Attitude – 90% of complaints in P.D. are tone related
  - 2. Pace = slow/fast vs. pitch
  - 3. Other Non-Verbals = 50-60% = presence

**VII. PROFESSIONAL/NON-PROFESSIONAL & INAPPROPRIATE** **IV (f)**

- A. Separate attitude from behavior, Focus only on behavior
- B. You are a PEACE OFFICER- Where you go, there should be PEACE!
- C. Re-spect vs. Respect

**VIII. FIVE TYPES OF QUESTIONING TECHNIQUES** **IV (d)**

- A. Fact Finding- Who, What, Where, When, Why and How
- B. General- Open-ended. A What's the matter?
- C. Opinion Seeking- Is there some way we can handle this?

**IX. TACTICAL-OFFICER TO: OFFICER/SUSPECT & CITIZEN** **IV (a)**

- A. Greeting
- B. ID Self/Dept.
- C. Reason for stop.
- D. Any justification reason?
- E. Drivers license
- F. Registration and Insurance
- G. Decision
- H. Close

**X. INTENTIONAL/UNINTENTIONAL CONTACT ESCALATION VS. DE-ESCALATION** **IV (e)**

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

5. Act

**XI. OFFICER SAFETY** **IV (d)**

- A. Security Officer Safety (e.g. – **MVR activation**, positioning, environment, reading suspect(s), control/voluntary compliance)

**XII. CLASS EXERCISE/STUDENT EVALUATION/TESTING** **IV (g)**

- A. Officer will simulate MVR activation during testing/exercise.**
- B. Class discussion testing and review of key concepts

*Testing: Any student scoring below standard on any exercise, as IX-Tactics (a) established by the presenter, will be remediated, tested until standard is achieved.*