Tactical Communication

- A. Use of force continuum
 - 1. Professional presence
 - 2. Verbalization
 - 3. Hands / control holds
 - 4. Chemical agents
 - 5. impact weapons
 - 6. Electronic weapons
 - 7. Less lethal weapons
 - 8. Lethal force
- **B.** Communication elements
 - 1. Verbal
 - a. content 7-10%
 - b. voice 33-40%
 - 1. tone= attitude, clam and sincere
 - 2. pace
 - 2. Nonverbal
 - a. 50-60% = presence
 - b. look professional, look confident, eye contact, non-threatening stance.
 - c. watch what you do when you communicate
- C. Tactical Communication
 - 1. Defusing and De-escalation
 - a. allow venting
 - b. controls movements
 - c. acknowledgement of behavior
 - d. LISTENING
 - e. Gather information
 - 2. Redirect toward goal
 - a. Deflection of verbal abuse
 - 1. "I see your point" "I appreciate that" "I hear your Concerns"
 - b. Redirection of energy to goal
 - 1. focus on task
 - 2. influence behavior
 - a. restate
 - b. ask question
 - c. ask person to do something
 - d. interject
 - e. summarize
 - 3. Active Listening, questioning and empathy
 - a. use body language
 - b. acknowledge comments
 - c. verbalization

- d. questioning techniques
 - 1. fact finding, who, what, where, when, how, why.
 - 2. General, open ended questions
 - 3. direct, yes or no
 - 4. leading
 - 5. opinion seeking
- e. focus on their point of view.
- 4. Persuasion
 - a. low key, friendly, non-threatening
 - b. use reasoning
 - c. active listening
 - d. appeals
 - 1. rational, personal, practical, ethical
- 5. Command Presence
 - a. self control, appropriate language
 - b. use of tone, gestures, eye contact, stance, verbal encouragers.

D. Contact

- 1. Greeting
- 2. ID self
- 3. Reason for stop
- 4. Any justified reason?
- 5. Decision
- 6. Close