

# 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

