Tactical Communications

ICAT: Integrating Communications, Assessment, and Tactics
Question to Consider

- What makes a police officer a good communicator? What attributes must the officer possess?
Five Universal Truths of Human Interaction

1. People feel the need to be respected
2. People would rather be asked than be told
3. People have a desire to know why
4. People prefer to have options over threats
5. People want to have a second chance

Source: Dr. George Thompson, Verbal Judo Institute
CASE STUDY

- 1,656 people who had recent police contact were interviewed in Oakland, CA
- The group was divided into two groups
  - Good Outcome (Warning, No Punishment)
  - Bad Outcome (Citation, Arrest)
CASE STUDY

- Bad Outcome Group (Citation, Arrest)
  - Only 3% of the people voluntarily complied and accepted the Officer’s decision when they believed they were treated unfairly
  - 73% voluntarily complied and accepted the Officer’s decision when they believed they were treated fairly
CASE STUDY

- Good Outcome Group (Warning)
  - Only 13% of the people voluntarily complied and accepted the Officer’s decision when they believed they were treated unfairly
  - 87% voluntarily complied and accepted the Officer’s decision when they believed they were treated fairly
Active Listening Skills

- Allow the participant to voice their point of view and offer an explanation

- It’s not about us. It is about values, emotions and experiences

- Emotions are universal – Experiences are not
Active Listening Skills

Follow the 80-20 rule
Active Listening Skills

- Follow the 80-20 rule
- Listen to understand, not to respond
Active Listening Skills

- Follow the 80-20 rule
- Listen to understand, not to respond
- Reduce distractions
  - Environmental factors
  - Public distractions (people videotaping)
  - Fellow officers
  - Your radio
Active Listening Skills

- Follow the 80-20 rule
- Listen to understand, not to respond
- Reduce distractions
- Demonstrate you are listening
  - Physical cues
  - Minimal encouragers
  - Summarizing and repeating back
  - Acknowledgment
Active Listening Skills

- Follow the 80-20 rule
- Listen to understand, not to respond
- Reduce distractions
- Demonstrate you are listening
- Use silence to your advantage
Tactical Communications

- Non-Verbal Communication Skills
Tactical Communications

Non-Verbal Communication Skills

- Project the right body language
  - Posture
  - Appearance
Non-Verbal Communication Skills

- Project the right body language
- Make eye contact
Tactical Communications

- Non-Verbal Communication Skills
  - Project the right body language
  - Make eye contact
  - Use open-handed gestures
Non-Verbal Communication Skills
- Project the right body language
- Make eye contact
- Use open-handed gestures
- Modulate your tone of voice
Tactical Communications

- Verbal Communication Skills
Tactical Communications

- Verbal Communication Skills
  - Use team concept
Tactical Communications

- Verbal Communication Skills
  - Use team concept
  - Establish rapport
Verbal Communication Skills

- Use team concept
- Establish rapport
- Ask open-ended questions
Verbal Communication Skills

- Use team concept
- Establish rapport
- Ask open-ended questions
- Provide clear, single questions / commands
Tactical Communications

- Verbal Communication Skills
  - Use team concept
  - Establish rapport
  - Ask open-ended questions
  - Provide clear, single questions / commands
  - Provide options
Emotional Contagion
- Your words and actions are contagious
- What direction are you taking the encounter? Toward more chaos or ...

Voluntary Compliance

Concept courtesy of Det. Jeff Thompson, NYPD
Group Exercise

- What’s wrong with these phrases?
- What’s a better alternative?
Tactical Communications

Daytona Beach, FL
Tactical Communications

A Different Approach
Tactical Communications

Quick Recap

- Active listening – listening to understand (not just respond)
- Non-verbal communications are key
- Dialogue, not debate
- Emotional contagion
Thoughts?
Questions?
Observations?