EXPANDED COURSE OUTLINE
REGULAR BASIC COURSE
LEARNING DOMAIN 24
HANDLING DISPUTES/CROWD CONTROL

I. LEARNING NEED

When called to handle a dispute, peace officers must be aware of their responsibility to keep the peace in order to prevent a civil matter from escalating into criminal activity that could threaten the safety of officers and the persons involved.

LEARNING OBJECTIVES

A. Explain the responsibilities of peace officers at the scene of a dispute

1. Take necessary safety precautions
2. Establish and maintain control
3. Defuse the situation
4. Gather facts & Information
5. Determine if a crime has been committed
6. Apply problem solving techniques
7. Make appropriate referrals when necessary

B. Describe measures officers should take to protect their own safety and the safety of others when:

1. Approaching
2. Making initial contact
3. Once inside a residence or area where a dispute is taking place

C. Describe intervention techniques that can be used to protect the safety of officers, other persons, or property

1. Presence and demeanor
2. Verbal force
3. Physical contact
4. Physical force

II. LEARNING NEED

Peace officers must develop appropriate skills for defusing, mediating and resolving disputes in order to protect their safety and the safety of others, as well as prevent the dispute from escalating.

LEARNING OBJECTIVES

A. Explain appropriate techniques for defusing a potentially violent dispute

    1. Separate the involved parties
    2. Speak in a calm firm tone
    3. Distract the individual
    4. Pretend not to understand
    5. Use active listening

B. Describe appropriate techniques for conducting a brief interview of the parties involved in a dispute

    1. Maintain control of the interview at all times
    2. Ask appropriate questions
    3. Remain impartial

C. Summarize the steps involved in the problem solving process for mediating a dispute

    1. Elicit suggestions
    2. Discuss possible suggestions
    3. Use negotiation to arrive at an agreement
    4. Summarize agreement
    5. Encourage follow through

III. LEARNING NEED

Peace officers must be aware of the nature of certain types of disputes, as well as the laws that pertain to each type in order to take the appropriate measures to resolve the dispute.

LEARNING OBJECTIVES

A. Discuss safety considerations officers should be aware of when responding to a family dispute

    1. Officers may be unwelcome
    2. Ordinary household items may be used as weapons
    3. Certain rooms may have concealed weapons
    4. Parties under the influence of alcohol or drugs
    5. Officer actions or remarks may inflate hostilities
    6. If an arrest is made be aware of potential hostility from family members

B. Describe crimes associated with landlord/tenant disputes, including:

    1. Tenant lockout/seizure of property
    2. Vandalism
    3. Unauthorized entry
    4. Disruption of utility services
    5. Re-entry following a lawful eviction

C. Explain peace officers' role when called to a dispute involving a repossession

      1. Vehicle
      2. Property

D. Determine when possession is complete in the course of a repossession

      1. Vehicle
      2. Property

IV. LEARNING NEED

Peace officers must have a clear understanding of the individual's rights and protections regarding free speech and assembly, along with the dynamics of the types of crowds that may form for the purpose of exercising those rights.

LEARNING OBJECTIVES

A. Explain peace officer responsibilities regarding the protection of an individual's right to free speech and assembly

      1. Constitutional protections
      2. Recognize lawful activities
      3. Scope of restrictions
      4. Individual responsibilities
      5. Professional integrity

B. Discuss the role of law enforcement regarding crowd control

      1. Role of law enforcement
      2. Restoring order
      3. Professional integrity

C. Describe psychological factors associated with crowd behavior

      1. Group Identity
      2. Group Cohesiveness
      3. Group-induced anonymity
      4. Group potential for violence
      5. Group Violence

D. Discuss the phases of crowd development from a casual gathering through the development of a riot

      1. Grouping
      2. Interaction

        3.   Volume
        4.   Overt Act
        5.   Mimicking

   E. Discuss the three primary roles individuals play within a crowd

        1.   Leaders
        2.   Aggressors
        3.   Followers

V. LEARNING NEED

Peace officers need to understand the tactical principles involved in the management and control of crowds in order to ensure the protection of the First Amendment rights of the crowd, and the safety of the entire community.

LEARNING OBJECTIVES

   A. Describe the phases of riot development

        1.   Grouping
        2.   Interaction
        3.   Volume
        4.   Overt Act
        5.   Mimicking
        6.   Riot

   B. Explain the primary law enforcement objective of:

        1.   Crowd management
        2.   Crowd control
        3.   Riot control

   C. Apply common riot control formations used by law enforcement

        1.   Skirmish line
        2.   Wedge/Vee
        3.   Diagonal
         4.   Column
         5.   Arrest/rescue formations (e.g., circle)

VI.   REQUIRED LEARNING ACTIVITIES

    A.   The student will participate in a facilitated discussion on how to legally and procedurally respond to a variety of disputes which minimally include the following:

        1.   Lockout or other landlord/tenant conflict
        2.   Repossession
        3.   Neighborhood or business conflict
        4.   Family conflict (non-domestic violence incident)

The following issues should be discussed in connection with each of the dispute situations:

        1.   Maintaining officer safety

        2.   Providing safety to individuals and property

        3.   Applying appropriate defusing strategies

        4.   If appropriate, separating parties

        5.   Keeping the peace

        6.   Determining if a crime has been committed

        7.   Attempting to find solutions to the problem

        8.   Applying effective communication skills

        9.   Demonstrating responsibility and professionalism

    B.   The student will participate in a crowd control simulation incorporating the following concepts and tactics:

        1.   Containment

        2.   Isolation

        3.   Dispersal

        4.   Crowd control formations which include:

            a.   Skirmish line
            b.   Wedge/Vee
            c.   Diagonal
            d.   Column
            e.   Arrest/rescue movements (e.g., circle)

Description	Hours
POST Minimum Required Hours	8
Agency Specific Hours	5
Total Instructional Hours	13