Sacramento Police Department – 2320
TACTICAL COMMUNICATION Course – 30855

Statement of Purpose: This purpose of this course will provide also provide students overview of Tactical Communication and Active Listening with respect to POST requirements and Perishable Skills Training Program. The intent of the course is to provide attendees with an overview of Tactical Communication techniques and concepts, as well as practical Active Listening skills. Students will receive an overview of related concepts, as well as a participate in a practical exercise to demonstrate learned skills.

I. Course Objectives
   a. Discuss the reasonableness of contact (Why)
   b. Discuss knowledge of person to be contacted (Who)
   c. Officer Safety Risks (What)
   d. Discuss intent of event: (Why)
      i. Probation/Parole
      ii. Crime in Progress
      iii. 981/Consensual Contact
   e. Discuss desired outcome: (What)
      i. Resolved on scene/ Arrest
      ii. Services offered/accepted
   f. Discuss perceived L.E. biases

II. Tactical Communication
   a. What is it?
      i. Strategic message to a specific audience to generate voluntary compliance
         1. What you say
         2. How you say it
   b. TacCom helps officers:
      i. evaluate situations
      ii. make safe and effective decisions
      iii. learn from their actions
   c. Types
      i. Officer to Officer
      ii. Officer to Suspect
      iii. Officer to Citizen
      iv. Officer to Victim
   d. Officer Safety
      i. Contact Escalation
         1. Intentional / Unintentional
         2. De-escalation
   e. Communications Elements
      i. Content=7-10%
         1. has little power to persuade or convince
      ii. Voice=33-40%
         1. Tone=attitude-90% of complaints are tone related
         2. Pace=slow/fast vs. pitch
            a. I NEVER SAID HE STOLE THE MONEY

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iii. Other non-verbals=50-60%=presence

f. Questioning Techniques
   i. Tactical Eight Step Model
      1. Example: Traffic stop
      2. Example: Call for service
   ii. Five Step Tactical Process - Utilized if Tactical 8 Step is ineffective

III. Active Listening
   a. Fully concentrating on what is being said rather than passively “hearing” the message of the speaker.
   b. Listening with all senses
   c. Why is listening important?
      i. The most fundamental component of communication skill
      ii. Active process that takes a conscious decision
      iii. More time listening than speaking
   d. Benefits of Active Listening
      i. Builds Trust
      ii. Broadens perspective
      1. Strengthens your patience
      2. Makes you approachable
      3. Increases competence and knowledge
      4. Saves time and money
      5. Helps detect and solve problems
   iii. What makes a good listener: Listening vs. Hearing
   iv. Non-verbal and Verbal signs of Active Listening skills
      1. Non-verbal
         a. Smile
         b. Eye contact
         c. Posture
         d. No distractions
      2. Verbal
         a. Positive reinforcement
         b. Remembering
         c. Questioning
         d. Clarification
   e. Listening Styles
      i. People-Oriented
      ii. Action or Task-Oriented
      iii. Content
      iv. Time
   f. Examples of Active Listening/Questioning Techniques
      i. Paraphrasing
      ii. Verbal Affirmation
      iii. Opened ended questions
      iv. Asking specific questions
v. Summarizing Questions
vi. Effective Pauses

g. Barriers to Effective Listening
   i. Attention Span
   ii. Receiver Biases
   iii. Listening Apprehension

h. Tips for Effective Listening
   i. Eye contact
   ii. Attentive and relaxed
   iii. Open mind
   iv. Don’t interrupt
   v. Clarifying questions
   vi. Summarize
   vii. Try to feel what the speaker is feeling
   viii. Regular feedback
   ix. Attention to non-verbal cues

IV. Event Prologue & Introduction to Crisis Decision-making Model (CDM)
   a. Event Prologue (Defined)
      i. An opening to a story that establishes the setting and gives background
details.
   b. Goals of Event Prologue:
      i. Increase use of BWC.
      ii. Establish the setting for a contact.
      iii. Give reason for contact.
      iv. Safety: Officer/Public
      v. Enhance Professionalism
         1. Use appropriate language
      vi. Decrease complaints
         1. Use of inappropriate language
   c. Implicit Bias (Defined)
      i. Unconscious attitudes/stereotypes that affect:
         1. Understanding
         2. Actions
         3. Decisions

V. Class Exercises / Student Evaluations / Testing
   a. TacCom Refresher Quiz
   b. Learning Activity: Students will be provided various scenarios in which tactical
      communication and active listening skills will be utilized and demonstrated. The
      instructor will proctor the exercise and provide direct/immediate feedback.