

Tactical Communications

ICAT: Integrating Communications,
Assessment, and Tactics



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Tactical Communications



Question to Consider

- **What makes a police officer a good communicator? What attributes must the officer possess?**



Tactical Communications



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



Tactical Communications



- **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



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- **Active Listening Skills**
 - Follow the 80-20 rule



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



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- **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

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- **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

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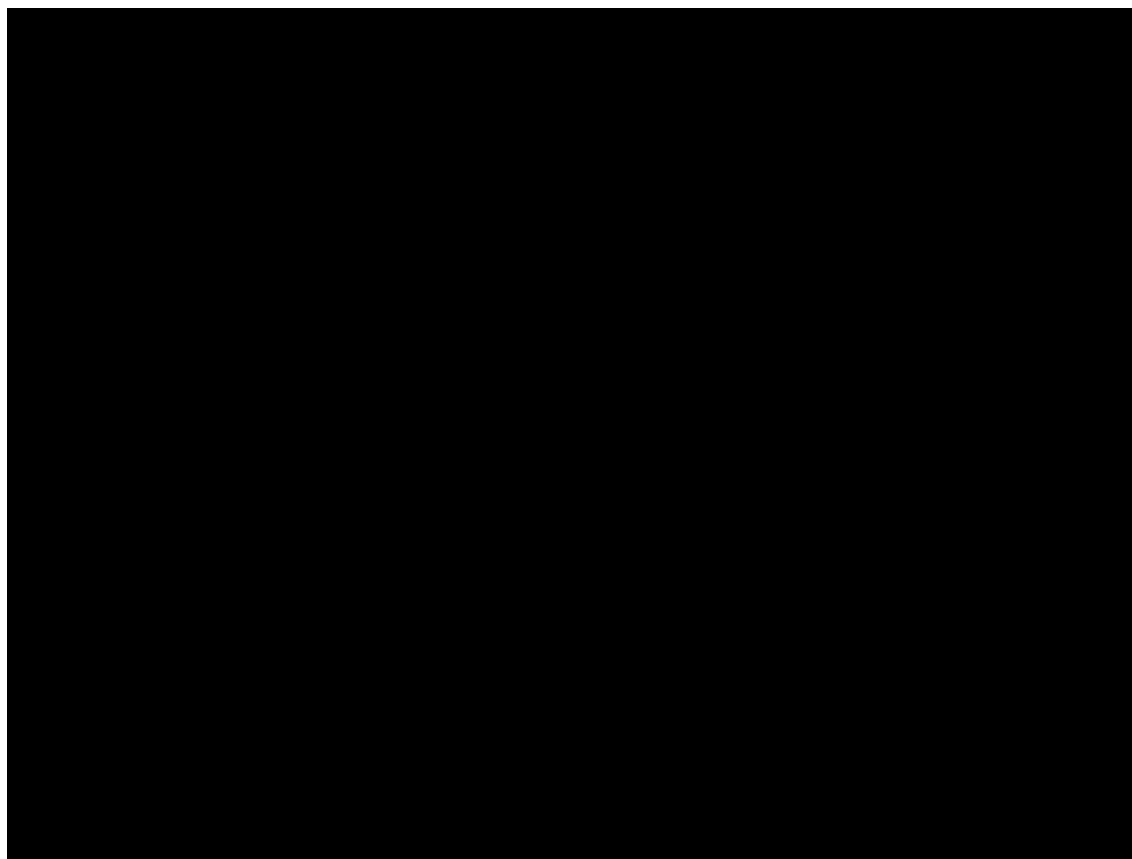
- **Active Listening Skills**
 - Follow the 80-20 rule
 - Listen to understand, not to respond
 - Reduce distractions
 - Demonstrate you are listening
 - Use silence to your advantage



- **Non-Verbal Communication Skills**



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A Case Study



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



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- **Non-Verbal Communication Skills**
 - **Project the right body language**
 - **Make eye contact**



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- **Non-Verbal Communication Skills**
 - Project the right body language
 - Make eye contact
 - Use open-handed gestures



Tactical Communications



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



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- **Verbal Communication Skills**



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- **Verbal Communication Skills**
 - Use team concept



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



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



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- **Verbal Communication Skills**
 - Use team concept
 - Establish rapport
 - Ask open-ended questions
 - Provide clear, single questions / commands



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- **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

Tactical Communications

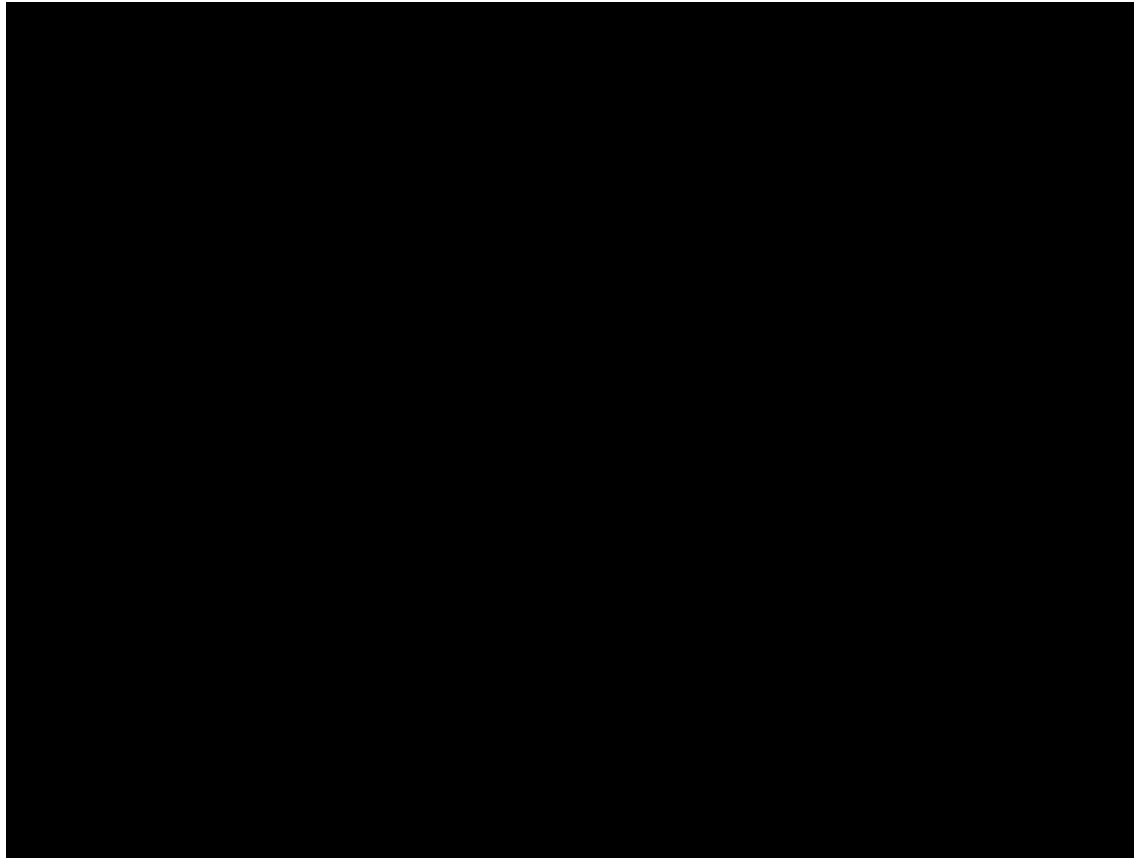


Group Exercise

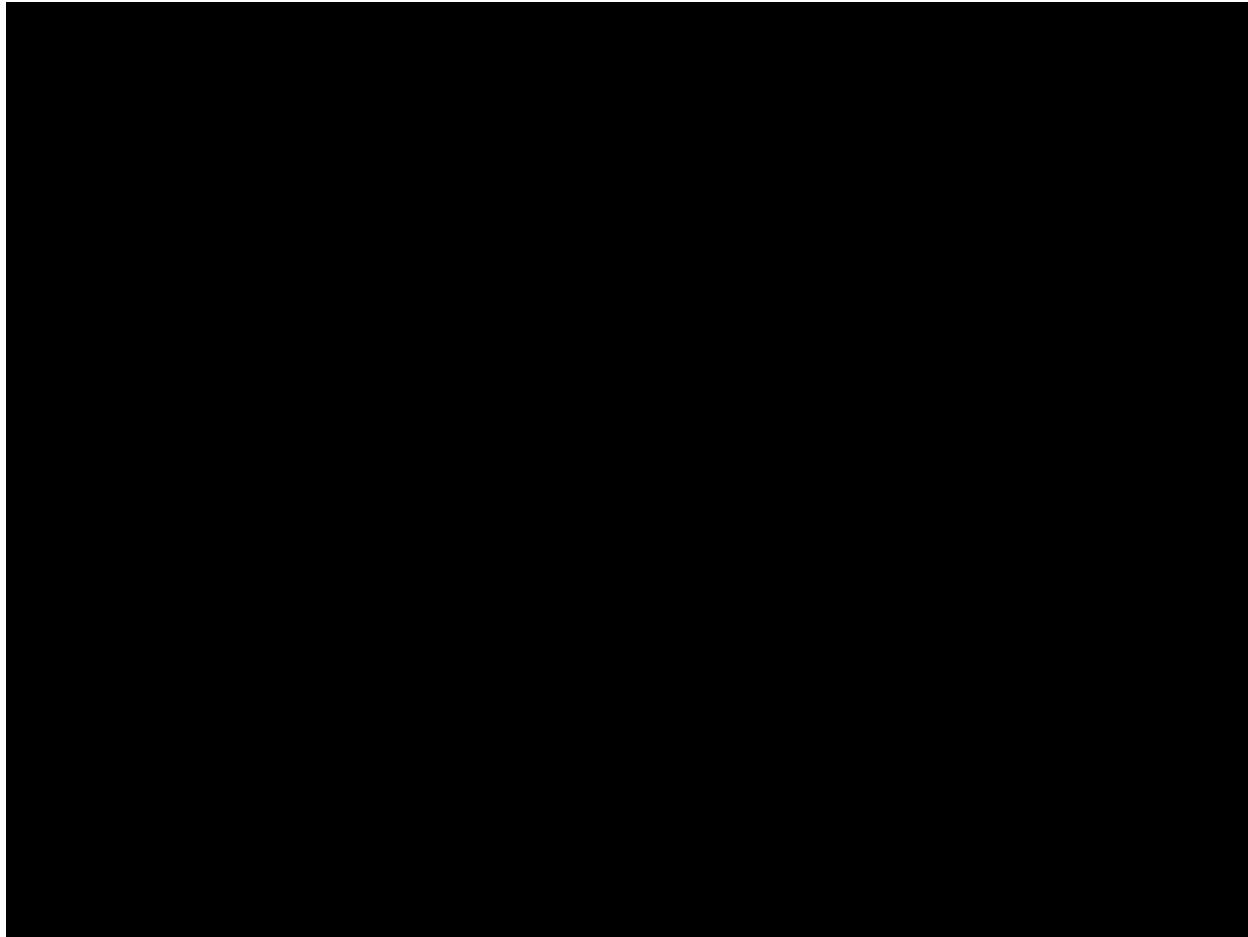
- What's wrong with these phrases?
- What's a better alternative?



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A Different Approach

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■ Quick Recap

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





Thoughts?
Questions?
Observations?

