

# Integration & Practice

ICAT: Integrating Communications, Assessment, and Tactics



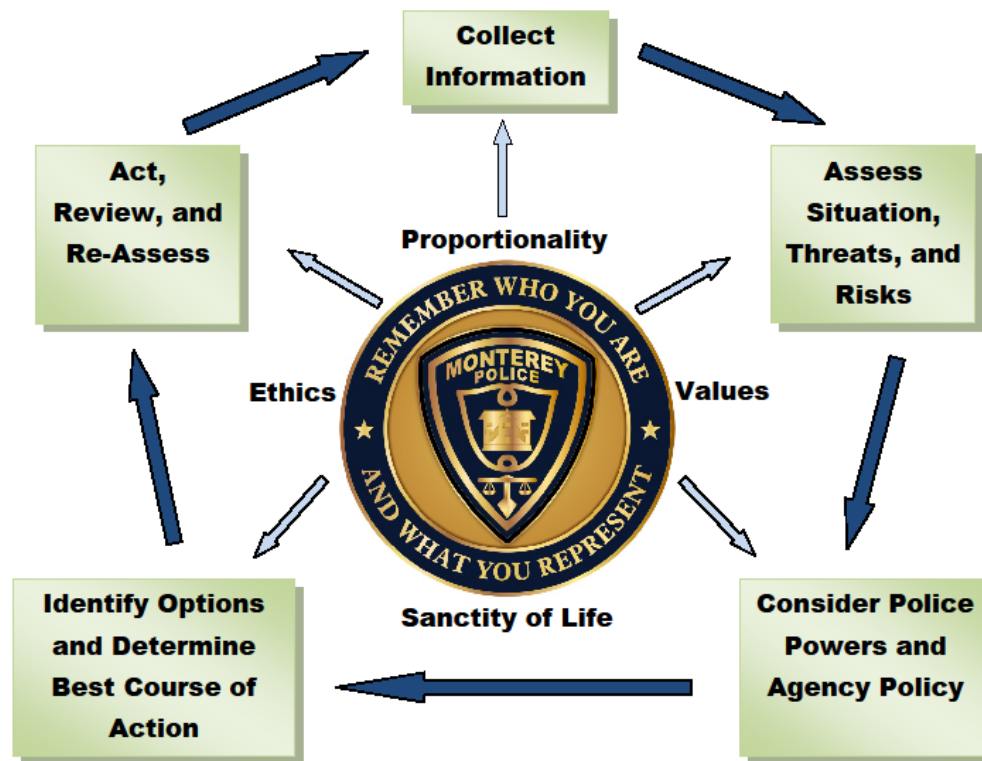
POLICE EXECUTIVE  
RESEARCH FORUM



# Integration and Practice



## Critical Decision-Making Model



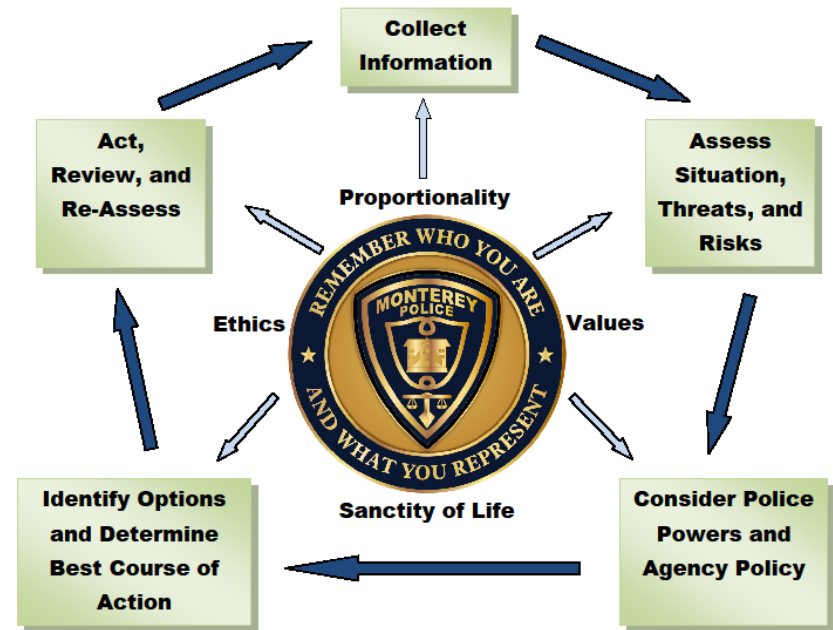
# Integration and Practice



## Critical Decision-Making Model

### Benefits

- Better and safer decisions up front
- Better explanation of those decisions after the fact



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## Crisis Recognition and Response

### Key Takeaways

- Recognizing someone in crisis helps shape your response
- Your role is not to diagnose and treat – it's to understand and begin to defuse
- Bring balance to the Emotional-Rational Thinking Scale
- Stabilizing/safely maintaining the scene until specialists arrive is a victory

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## Tactical Communications

### Key Takeaways

- Active listening
  - 80-20 rule
  - Listen to understand, not respond
  - Demonstrate you are listening
  - Show empathy and respect

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## Tactical Communications

### Key Takeaways

- Non-verbal communications
  - Body language
  - Eye contact
  - Open-handed gestures
  - Tone of voice

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## Tactical Communications

### Key Takeaways

- Verbal communications
  - Team concept
  - Clear, single questions/commands
  - Ask open-ended questions
  - Provide options
- Emotional Contagion

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## Operational Safety Tactics

### Key Takeaways

- Pre-response
  - Collect information
  - Slow down (“tactical pause”)
  - Develop a working strategy
  - Prepare and manage yourself



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## Operational Safety Tactics

### Key Takeaways

- **Response**
  - **Teamwork**
  - **Distance + Cover = Time**
  - **Tactical positioning/repositioning**
  - **Put yourself in a winnable situation**

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## Operational Safety Tactics

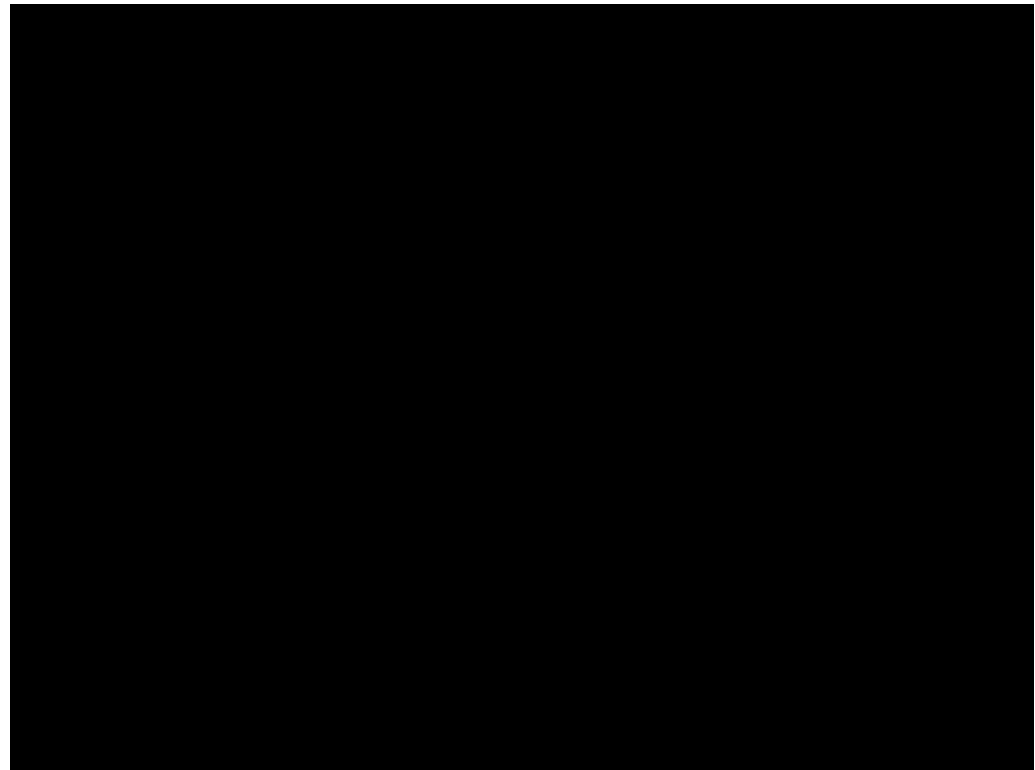
### Key Takeaways

- **Post-Response**
  - **After-Action Reviews**
  - **Not grading past success or failure**
  - **Improving future performance**

# Integration and Practice



## Shenandoah County, VA Man-with-a-Knife Incident: Dec. 14, 2015





**Thoughts?**  
**Questions?**  
**Observations?**

