

# TACTICAL COMMUNICATIONS

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Carlsbad Police Department

2018

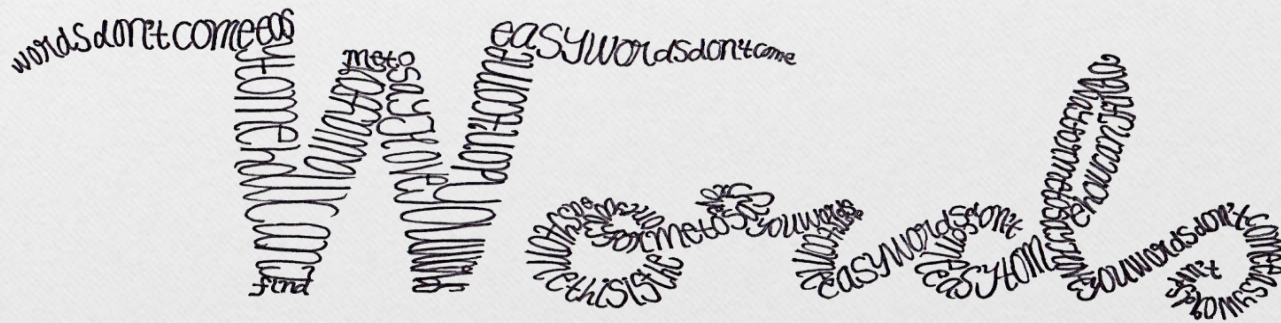
# The Goal of Law Enforcement

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- The goal of law enforcement is to **generate voluntary compliance.**
- Through skillful use of tactical communication an officer can increase officer safety and enhance professionalism.

# The Truth is...

- We only use force or act **3%** of the time.
- 97% of our contact with the public is verbal

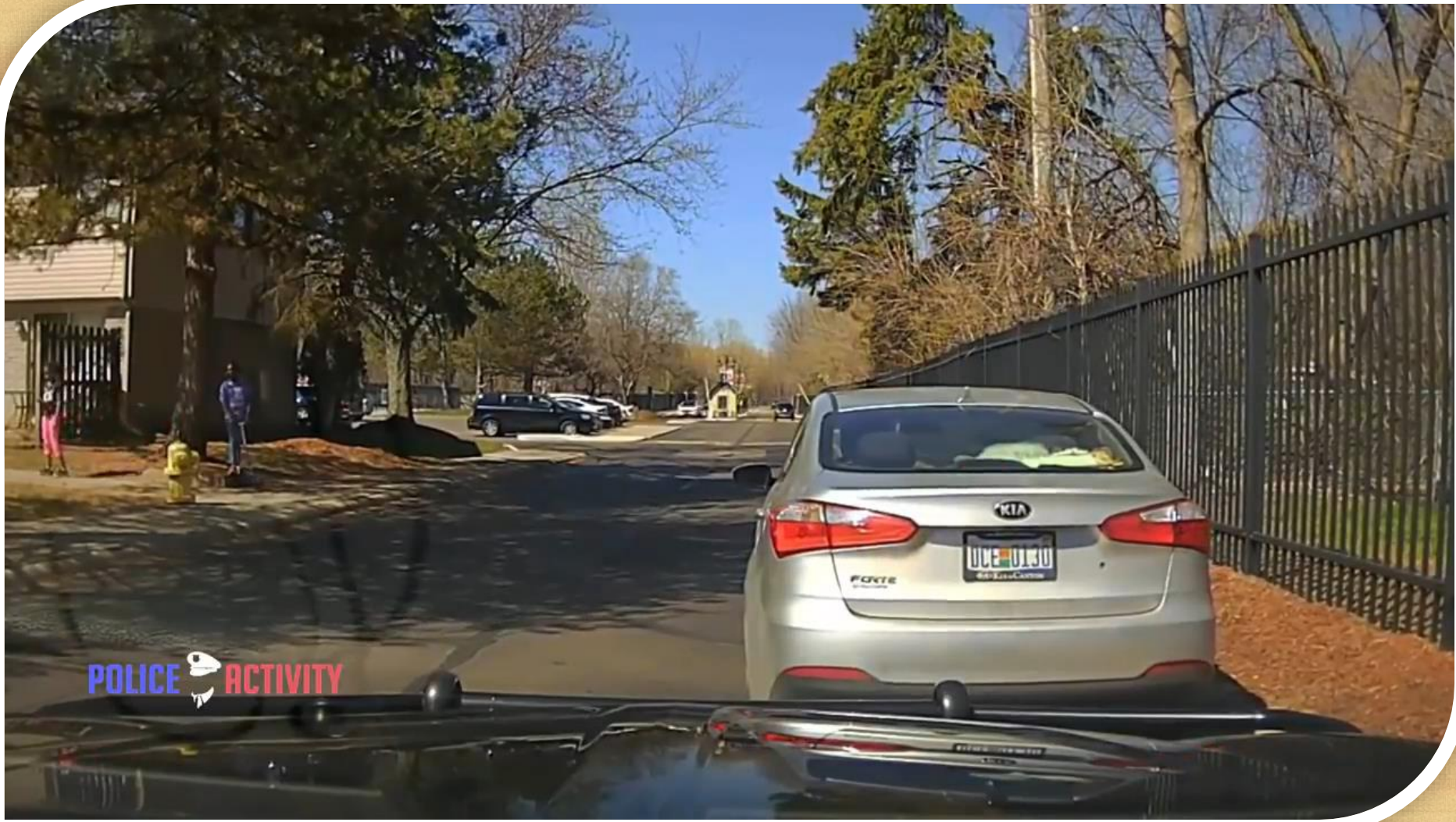


# The Truth is...

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- Through skillful use of tactical communication, an officer can increase officer safety and enhance professionalism...





**POLICE**  **ACTIVITY**

# The Goal of Law Enforcement

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- Debrief



- Did the officer escalate or de-escalate the conflict?
- What was the point of contention?
- What could the officer have done differently?



# The Goal of Law Enforcement

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- Did the officer?
  - Seem in control?
  - Seem professional?
  - Seem competent?
  - Completely lose his mind?





# Ego

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- As ego goes up, power and safety go down!
- As ego goes away, power and safety rise.
- You must disappear and remember you represent the department.



# The Goal of Law Enforcement

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● Did the officer?

- Forgo his ego
- Show good judgement?
- Display empathy?
- Represent his department's values?



# Handling Verbal Abuse

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Natural Reaction:

*Confrontation*

vs.

Studied Response:

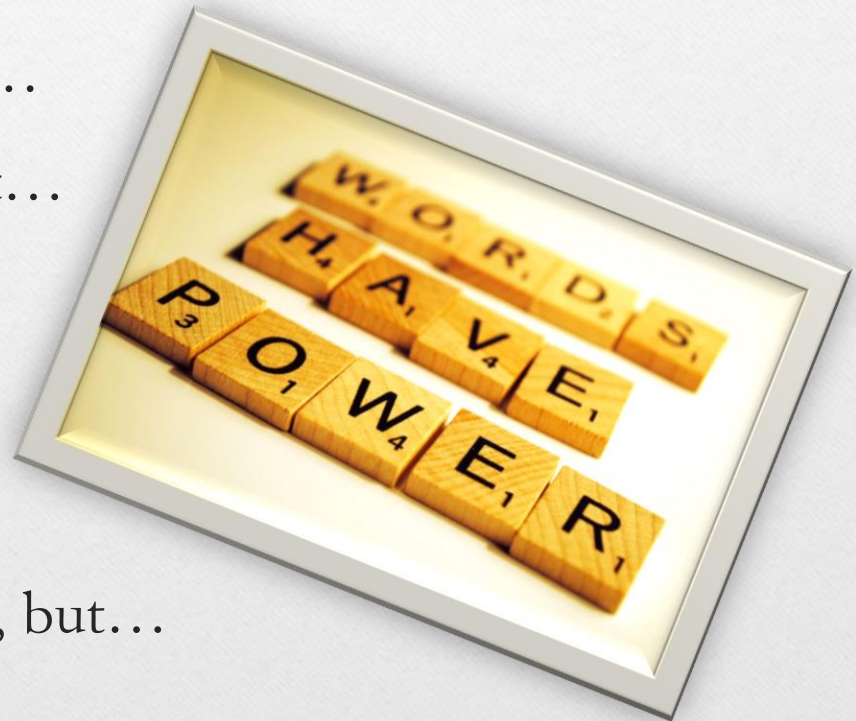
*Deflection & Redirection*



# Handling Verbal Abuse

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- I appreciate that, but...
- I understand that, but...
- Oh, yes, but...
- I hear that, but
- I got that, but...
- I can see you're upset, but...





# The Goal of Law Enforcement

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- Did the officer?



- Forgo his ego?
- Remain professional?
- Seem in charge?
- Represent his department's values?



POLICE  ACTIVITY



# The Goal of Law Enforcement

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- Did the officer?

- Remain calm?
- Remain safe?
- Put on a professional face?
- Win in the end?

Are you drunk?

Yes

No

X



# TASER DEPLOYED

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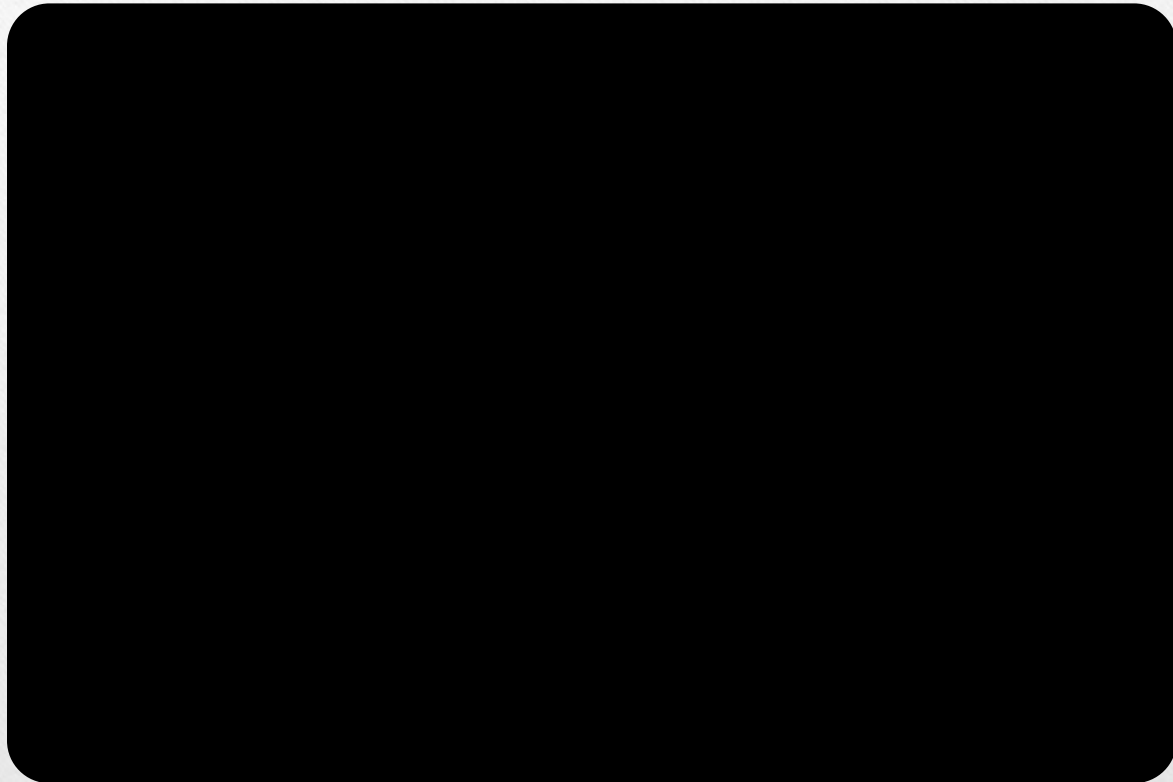
Be professional

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# Showing Your Professional Face

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# Showing Your Professional Face

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- Project a professional face
  - Focus on the task at hand
- Ensure receiver understands your message clearly:
  - 7-10% content
  - 93% Voice, Tone, Pitch, Pace, Modulation, Other non-verbals (body language)

Sgt. James Kuehnlein







# A/V Recording

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# Attorney advice

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# Policy 449.5

## Body Worn Camera

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- The BWC **shall** be activated in the following situations:
- (a) All anticipated enforcement actions and investigative contacts
  - FI's and traffic stops
- (b) When practical, all suspect statements. Victim and witness statements when deemed useful.
- (c) When transporting a prisoner or member of the public.
- (d) Any other contact that becomes adversarial.
- (e) As soon as practical and safe, upon initiation of a vehicle pursuit.
- Members may encounter special circumstances which should not be recorded:

# Policy 449.5

## Body Worn Camera

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- Circumstances which **should not** be recorded:
- (a) Other public safety personnel without their consent or notification.
  - Notify firefighters, paramedics, or other police ASAP.
- (b) Non-enforcement contacts.
- (c) Victims of child abuse generally should not be recorded.
- (d) Victims of sexual assault generally should not be recorded w/out consent.
- (e) Victims who are partially unclothed or nude should generally not be video recorded (minus legitimate law enforcement interest).
- (f) Should generally not record victims or suspects in hospital or emergency room settings.
  - Take reasonable steps in consideration of the HIPPA rights.

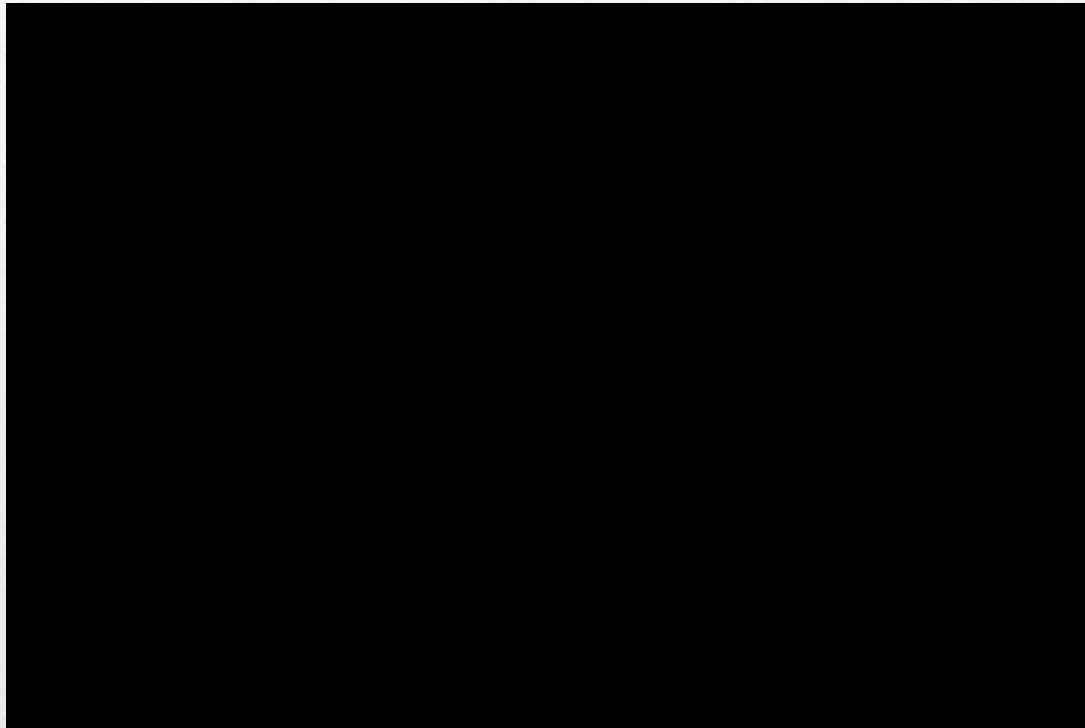
# Force Options

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# Force Options

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# 5 Times When Words Fail

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- S • Security
- A • Attack
- F • Flight
- E • Excessive Repetition
- R • Revised Priorities



# **WARNING GRAPHIC CONTENT**

**THE VIDEO YOU ARE ABOUT TO WATCH MAY CONTAIN CONTENT  
THAT IS DISTURBING AND UNSUITABLE FOR SOME VIEWERS**

**VIEWER DISCRETION IS ADVISED**

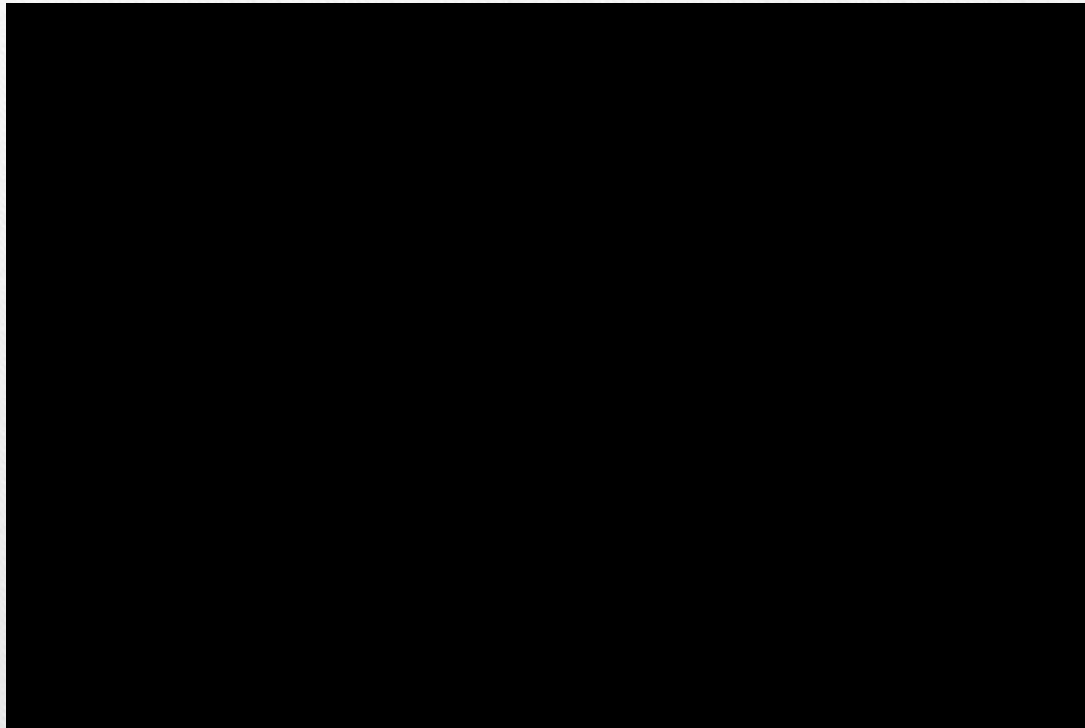


# Active Listening



L.E.A.P.S.

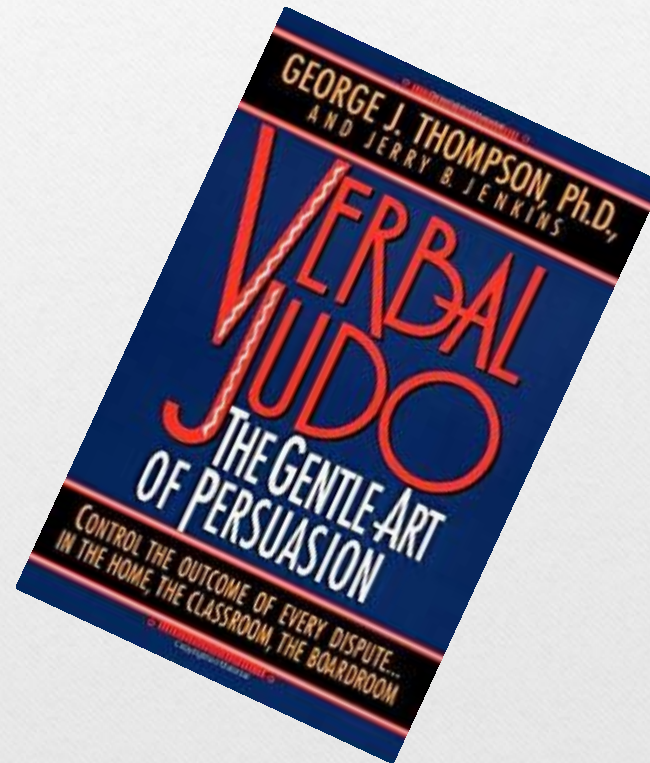
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# L.E.A.P.S.

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- Listen
- Empathize
- Ask
- Paraphrase
- Summarize



# Active Listening

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- Listen
  - Open & Unbiased
  - Hear Literally
  - Interpret Accurately
  - Act Appropriately

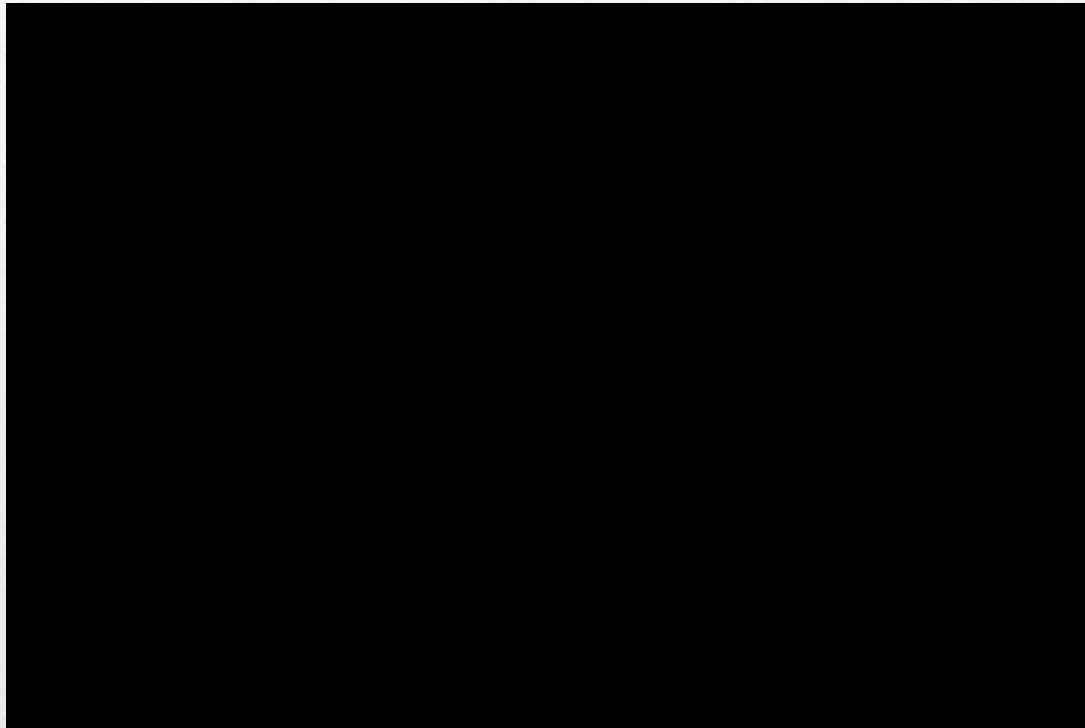
# Three Kinds of People

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# Three Kinds of People

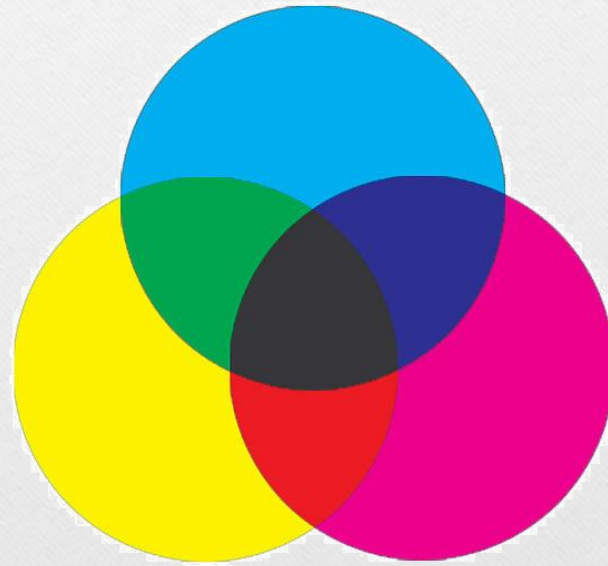
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# Three Kinds of People

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1. Cooperative
  - Polite
  - Compliant
  - Agreeable
2. Difficult
  - Obstinate
  - Stubborn
  - TacCom works best
3. Deceptive
  - Polite to your face
  - Back-stabber
  - Hardest to read



# Principles of Disinterest

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- Always keep a professional face
- Always treat others as you want to be treated...  
Under identical circumstances
- Never inflate people with adrenaline
- Flexibility is strength – Rigidity is weakness
- Redirect rather than resist



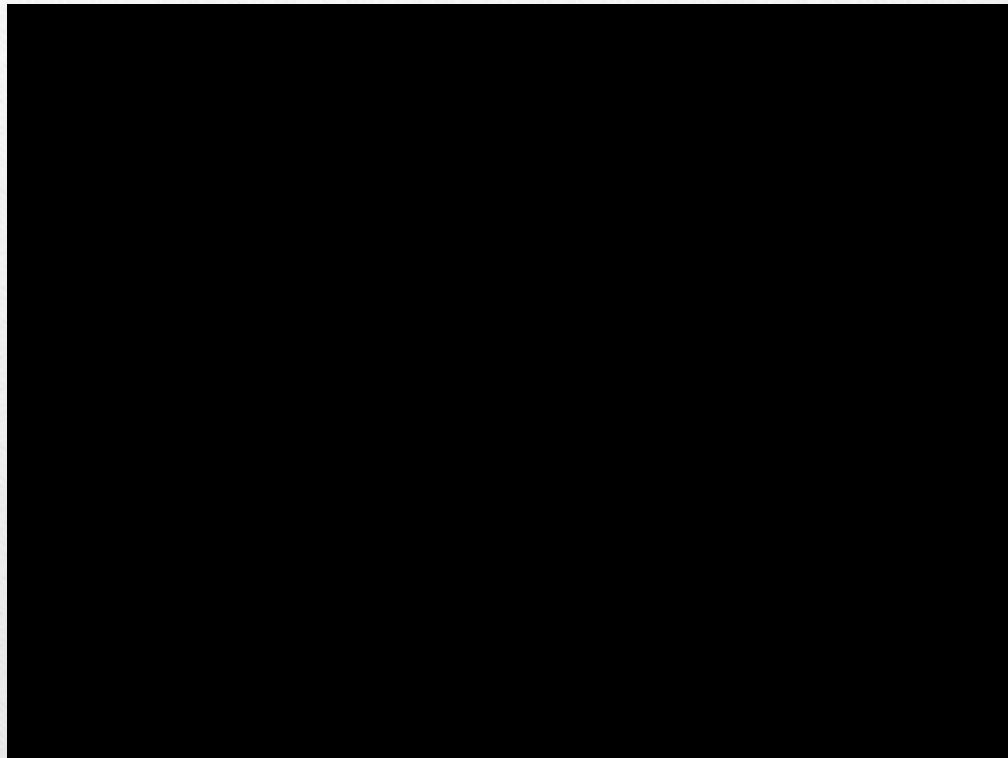
# Tactical Five Step Concept

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# Tactical 5 Step Concept

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# Tactical 5 Step Concept

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1. Ask
2. Set Context (WHY?)
3. Present Options (positive first; then negative)
4. Confirm Noncompliance
5. Act – Disengage and/or Escalate



# Tactical 5 Step Concept Performance Tips

- Use interrogatory tone when asking
- Use declarative tone with setting context
- Use service tone when giving options
- Polite tone on confirmation
- Confirmation: “Is there anything that I can say to gain your voluntary compliance? I’d like to think so. I’d like to think you’d work with me on this.”
- You can go back to 5.2 (context) if you sense a lessening of resistance



# Tactical Eight Step Traffic Stop

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# Tactical 8-Step

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# Tactical 8-Step

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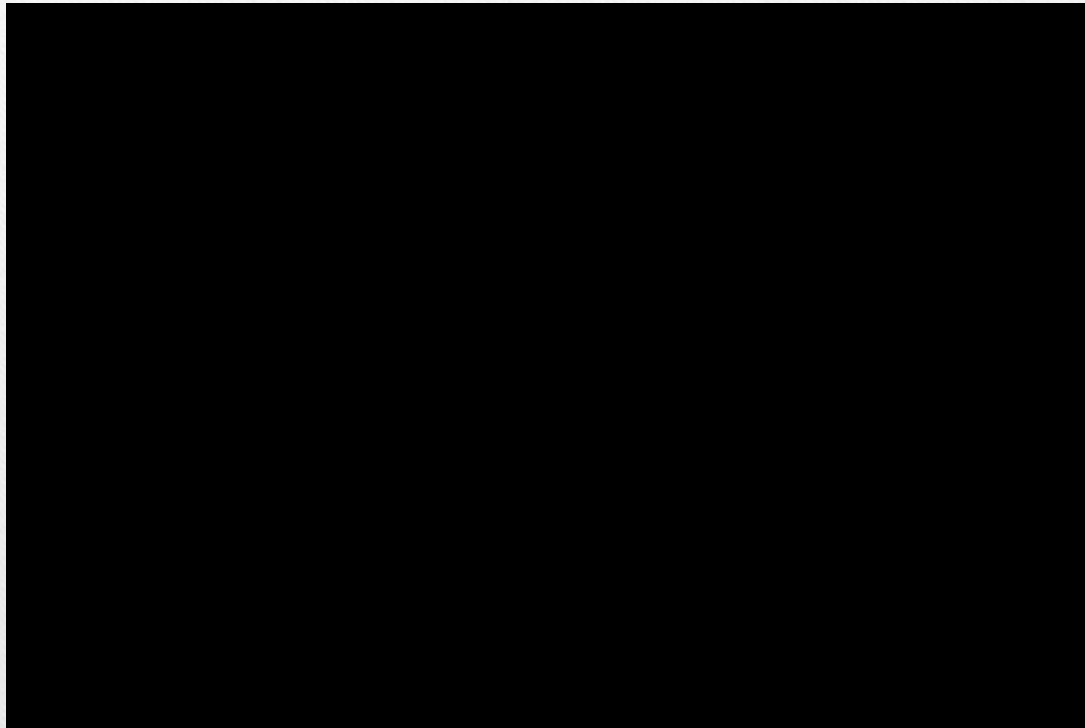
1. Greeting
2. Identify Yourself and department
3. Reason for the stop/contact (Short pause)
4. Legal justification
5. License
6. Registration-additional documents
7. Decision
8. Close





# Documentation

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In the End...

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**THE  
REST OF  
STORY...**

## Sgt. James Kuehnlein

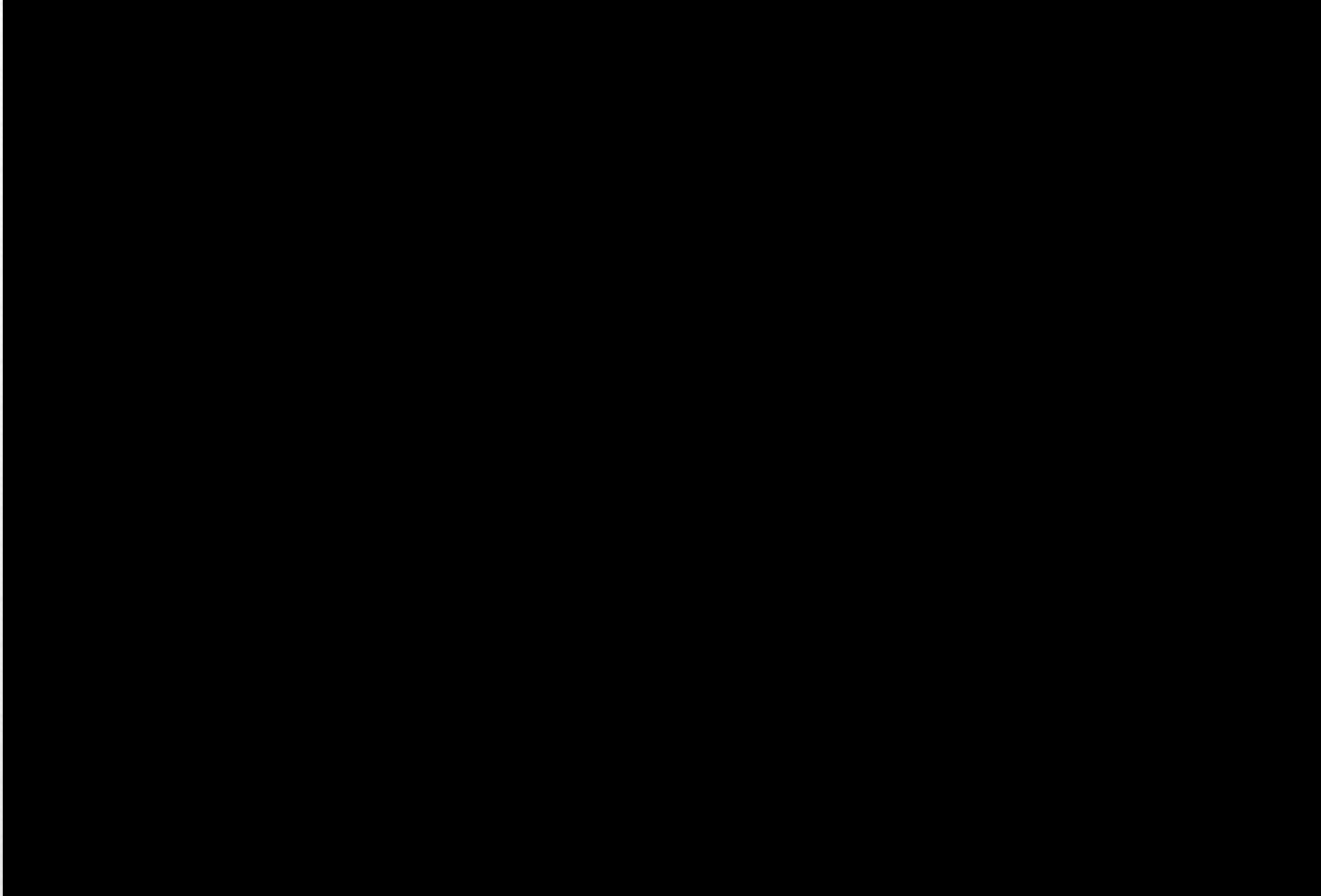


**Officer:**

Yeah, you wanna try me? You  
wanna try me tonight? You think  
you've had a bad night?  
I will ruin your \*\*\*\*ing nig

**NEWS 4**  
NEVER STOPS

# Officer Powell



# Officer Powell

"With a heavy heart and great sadness, I resigned from the Dallas Police Department this morning.


I made this decision in the hope that my resignation will allow the Dallas Police Department, my fellow officers, and the citizens of Dallas to better reflect on this experience, learn from the mistakes made, and move forward.

I still hope to speak with the Moats family to personally express my deep regret, sympathy, and to apologize for my poor judgment and unprofessional conduct.

I also want to apologize to my fellow officers. I have sincere respect and admiration for the men and women of the Dallas Police Department and the work they perform daily, and I wish them well."

**Not Two Days After Begging for His Job Back, Robert Powell Resigns from the DPD**

ROBERT WILONSKY | APRIL 1, 2009 | 12:09PM



Not even two days after he begged for his job, Robert Powell is now a former Dallas police officer.

Courtesy KTVT-Channel 11

On Tuesday, Dallas police officer Robert Powell went on KTVT-Channel 11 to apologize to Ryan and Tamisha Moats for detaining them in a Plano hospital parking lot for 13 excruciating minutes. Powell, placed on administrative leave last week pending a DPD investigation, also insisted he wanted nothing more in the world than to keep his job:

"To say I am scared of being fired is an understatement. I am terrified. I have a family. I have two young children. If I were in that situation again, I would take them inside, let them be with their mother, which is where they needed to be, and if I could take it back I would."

Two days later, Powell wants out. His attorney, Christopher Livingston, forwarded to Unfair Park the two-sentence letter of resignation Powell gave to Dallas Police Chief David Kunkle this morning. Far lengthier is his explanation likewise forwarded by Powell's attorney, which reads, in full:

# Tactical Communications Safety Rules

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- Treat all WORDS as if they were loaded. **(They are)**
- Never point your (untactical) WORDS at anything you are not willing to shoot, kill, destroy or pay for. **(Words can destroy)**
- Keep your mind off the trigger of your WORDS until you are ready to shoot. **(Speak from ego and you will regret it)**
- Always know the backstop of your WORDS and beyond. **(Words have consequences)**

Remember...

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TacComm is *A Perishable Skill...*

**You Must Practice To Be Effective!**

# Still face baby experiment

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