



# State of California Commission on Peace Officer Standards and Training (POST)

## Tactical Communication (WEB)

### Introduction

Tactical communication: you use it every day, yet it is a perishable skill. Why? Because it is an area that can always be improved. Test your communications mettle with four different calls for service.

This course provides participants with content related to the perishable skills/communications requirement. Participants in this course will learn tactical communication in scenarios involving officers and other officers, suspects, citizens and victims.

### Learning Objectives

The course will address the following learning objectives:

- Recognize the five tactical communication strategies: defuse, deflect, redirect, persuade, and command presence.
- Demonstrate key verbal and non-verbal tactics used to gain compliance, gather information, build rapport, and enhance officer safety.
- Analyze authentic situations to identify communication pitfalls and respond with appropriate tactical communication strategies.
- Apply appropriate tactics to carry out a chosen communication strategy in support of a communication goal.

### Content Outline

#### Learning Activity #1: Roll Call

- Overview of the importance of tactical communication

#### Learning Activity #2: 484

- Scenario: An officer interrogates an underage shoplifting suspect using tactical communication to build trust and gather identifying information for the suspect.
- Assessment: Participants are expected to demonstrate the best options for communicating with the suspect to confirm her identity and to ensure that she is out of immediate danger.



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### Learning Activity #3: On View

- Scenario: An officer physically assaults a civilian who was recently released on good behavior. Another officer witnesses the incident and uses tactical communication to confront his coworker.
- Assessment: Participants are expected to demonstrate the best options for communicating with the fellow officer to encourage him to report the incident to their supervisor.

### Learning Activity #4: 415

- Scenario: Two officers are called to the scene to respond to a civilian experiencing a psychotic episode. The civilian yells, brandishing a baseball bat. The officers use tactical communication when confronting the civilian.
- Assessment: Participants are expected to demonstrate the best options for gaining control of the situation to ensure bystanders are safe. Participants review methods to calm the civilian and encourage him to receive medical attention.

### Evaluation Activity: Outside Assist

- Scenario: An officer is called to give a death notification to the family of a car crash victim. The officer uses tactical communication to provide key information to the distraught mother of the victim.
- Assessment: Participants are expected to demonstrate the best options for delivering the news without upsetting the victim's mother and delivering information about how to contact the coroner.

### Conclusion

- Review the importance of tactical communication.