

Course Name: Tactical Communication

Cert# 05353019

**Course Summary:**

Tactical Communication teaches the skills necessary to remain centered and focused during any verbal circumstance. Learn how to effectively redirect behavior rather than react to a person's attitude, diffuse difficult situations, and generate voluntary compliance. The negative influence of stress on communications is pervasive and as a result, Tactical Communication training is applicable to any and all organizations. It is critical that any and all organizations with direct client contact, whether it be police working the streets, teachers in the class room, first responders, customer service, utility workers or management positions, have the tools they need to increase of positive outcomes therefore keeping complaints to a minimum. When personnel are tactically trained, the environment in which they work improves and threat of conflict, violence and litigation is greatly reduced. Training will be provided by Abdul-Hakim Day and Cleo Cain both Probation Officer III's that have been certified as tactical Communication Trainers.

**Performance Objectives**

- a) Define Tactical Communication.
- b) Articulate the goal of law enforcement.
- c) Use Deflection and Redirection techniques when encountering verbal abuse.
- d) Perform the 5-Step technique.
- e) Identify potential S.A.F.E.R. violations.
- f) Demonstrate PACE and Paraphrasing techniques.
- g) Apply LEAPS principles to report writing.

0800	0830	Introduction: Course Overview	Lecture Group Discussion	CAIN, CLEO Day, Abdul-Hakim
0830	0900	Force Options: Force Continuum Lethal Force	Lecture Group Discussion Audio/Video Clip	CAIN, CLEO Day, Abdul-Hakim
0900	0930	Communication: Active Listening Roles Receiver's POV	Lecture Group Discussion Audio/Video Clip	CAIN, CLEO Day, Abdul-Hakim
0930	1000	Voice: Elements of Voice	Lecture Group Discussion Audio/Video Clip	CAIN, CLEO Day, Abdul-Hakim
1000	1100	Voice: Role in harmony with Voice Other Non-Verbal's:	Lecture Group Discussion Audio/Video Clip	

		Body Language Proxemics Voice in harmony with ONV Control Techniques: RAM RAT RAC Contact Professional			
1100	1200	Art of Representation: Figure Eight Power Principles Handling Verbal Abuse Tactical Peace Phrases	Lecture Group Discussion Audio/Video Clip		
1200	1300	LUNCH	Group Exercise		
1300	1330	Five Step Hard Cycle: Ask Set the Context Present Options Confirmation Act!	Lecture Group Discussion Audio/Video Clip		
1330	1400	Five Step Hard Cycle: Ask Set the Context Present Options Confirmation Act!	Role Play		
1400	1500	S-A-F-E-R: Security Attack Flight Excessive Repetition Revised Priorities	Lecture Group Discussion Audio/Video Clip		
1500	1600	S-A-F-E-R: Security Attack Flight Excessive Repetition Revised Priorities	Role Play		
1600	1655	Review Learning Objectives Questions	Group Discussion		
1655	1700	Class Evaluations	Other		