



Tactical Communications for the Rookie Officer

Learning to Master Face-to-Face Contacts

In today's culture, effectively communicating face-to-face can prove challenging for younger officers who have predominately communicated through texts, social media and other electronic means. Now, as law enforcement professionals, they must skillfully talk with people—in person. Their ability to do so dramatically impacts their safety, effectiveness and responsibility to the community.

Adding to this, societal friction is pressuring agency and community leaders to require that whenever possible, officers' behavior and communications be community relations oriented.

This course is specifically designed to help those young officers meet numerous goals:

1. To leverage communication as a tool to more effectively, efficiently and safely carry out their professional policing responsibilities;
2. Use tactical communication to take pre-emptive steps to avoid escalation, deescalate if necessary and to protect themselves legally when that's not possible;
3. Forward efforts to strengthen community bonds through words and actions without compromising control over tactically delicate situations.

Chief Steve Johnson will teach young officers to:

- **Verbally articulate, in real time, their dedication to “preservation of life” and non-violent resolutions during encounters with combative people that are being recorded and may require force.**
- **Enhance tactical decision-making in rapidly evolving situations by interpreting incoming information—including a subject's verbal, physical and behavioral cues—to increase situational safety and preempt the need for force.**
- **Maintain a clear focus on their professional responsibility to serve and protect, even in the midst of the most emotionally charged, patience-testing situations.**
- **Use small but powerful “extra steps” to communicate an overwhelmingly positive image of law enforcement while dramatically increasing community trust and providing support for victims and their families.**
- **Develop effective tactical communications strategies—before they're needed—that can help deal with unpredictable drugged subjects, the mentally ill, and inherently violent people.**