

CHINO POLICE DEPARTMENT
Strategic Communication
Course Outline
January 2022

I. INTRODUCTION

- A. Course Overview
- B. Course Goals and Objectives

II. OFFICER SAFETY

- A. Control the Environment
- B. Make Sound Decisions

III. UNDERSTANDING ESCALATION VERSUS DE-ESCALATION IS AFFECTED BY COMMUNICATION STRATEGIES

- A. Professionalism
 - 1. Appropriate Language
 - 2. Self-Regulation Amygdala Hijacking
 - 3. Personal Interventions
 - 4. Partner Interventions
 - 5. Pre-event Preparation
- B. How you treat others
 - 1. Golden Rule – Treat others how you want to be treated
 - 2. Platinum Rule – Treat others the way they want to be treated
 - 3. Silver Rule – Don't treat others how you don't want to be treated

IV. COMMUNICATION ELEMENTS

- A. Phases of Communication
 - 1. Approach – Impact of physicality
 - 2. Greeting – Initiating the conversation
 - 3. Engagement – Strategies to promote communication
 - 4. Adaptation – Being flexible
 - 5. Repair – Re-establishing rapport
 - 6. Incident closure - How we end a contact today could influence a future contact
- B. Message Delivery
 - 1. Content
 - 2. Tone/Voice
 - 3. Non-Verbal
 - 4. Compare to the Basic Firearms Safety Rules
 - i. Treat every weapon as if it were loaded
 - ii. Words are loaded and can help/harm.
 - 5. Don't point at anything you are not willing to shoot

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- 3. Intellectual Disabilities
- 4. Physical Disabilities
- 5. Emotional Distress
- C. Potential Strategies
 - 1. Pace
 - 2. Tone/Voice
 - 3. Reduce distractions
 - 4. Content
 - 5. Non-Verbal
- D. Special Relationships/Community Caretaking
 - 1. State Law
 - 2. Agency Policy

VI. TEAM COMMUNICATION DURING A CRITICAL INCIDENT

- A. Coordinated effort
 - 1. Planned Response (when feasible)
 - 2. One voice
 - a. Single point of contact with subject(s)
 - b. Single point of contact with dispatch, when feasible
 - 3. Force options
 - 4. Continuous Assessment
- B. Potential Resources
 - 1. Mental Health Resources
 - 2. Community Resources
- C. Debrief
 - 1. Effective
 - 2. Ineffective

VII. CLASS EXERCISES/STUDENT EVALUATION

- A. Practice of communication skills via active process
 - 1. Participation in role play scenarios
 - 2. Observation of role play scenarios
 - 3. Debrief of role play scenarios