

Salinas PD AOT

Fall 2024

This 4-hour training block will cover the Strategic Communications POST PSP requirements (2 hours) and will also include additional components on Crisis Intervention, Critical Decision-Making, and Community Resources.

STATEMENT OF PURPOSE AND COURSE OBJECTIVES:

The course will provide the student with the minimum topics of Strategic Communications required in the POST Perishable Skills Training Program. The intent of the course is to improve the student's ability to generate voluntary compliance through the art of persuasion and utilizing the tools of interpersonal and tactical communication. The course consists of a practical strategic communications training for in-service personnel. The course will also include additional information, skills and tactics related to Crisis Intervention, Community Resources, and the application of Critical Decision-Making elements.

EXPANDED COURSE OUTLINE

I. INTRODUCTION

- A. Course Overview
 - 1. Instructor Introductions
 - 2. Student Introductions
- B. Course Goals and Objectives
 - 1. Safety
 - 2. Enhanced professionalism
 - 3. Decrease in complaints
 - 4. Decrease in liability
 - 5. Lessen personal stress

II. OFFICER SAFETY

- A. Control the Environment
 - 1. Tactical Pause
 - 2. Slow down
 - 3. Gather Information
 - 4. Develop a plan
 - 5. Time + Distance = Options
- B. Make Sound Decisions
 - 1. What's important right now?
 - 2. Set priorities
 - 3. Think through your choices
 - 4. Make sound decisions

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

- A. Professionalism
 - 1. Stay in control of your emotions and keep your ego in check
 - a. The more the ego is involved, the more difficult the situation
 - b. The less ego, the more influence
 - 2. Appropriate Language
 - a. What you say
 - b. How you say it
 - c. How communications
- 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
- C. Four Tenets of Procedural Justice
 - 1. Voice
 - 2. Neutrality
 - 3. Respectful treatment
 - 4. Trustworthiness

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
- C. Active Listening
 - 1. Affirmations
 - 2. Open ended questions
 - 3. Mirroring
 - 4. Paraphrasing
 - 5. Avoiding “You” messages
 - 6. Effective pauses
 - 7. Listen to understand not to respond
- D. Empathy
 - 1. Empathy vs. Sympathy

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- a. Empathy – The ability to understand and share the feelings of another
 - b. Sympathy – Feelings of sorrow and pity for someone else's misfortune
 - 2. Establish Rapport
- E. Questioning techniques
 - 1. Intentional closed questions
 - 2. Open ended questions
 - 3. Question Types
 - a. Fact Finding
 - b. Leading
 - c. Opinion Seeking
- A. Persuasion
 - 1. Rational appeal
 - 2. Personal appeal
 - 3. Ethical appeal

VI. PEOPLE WITH DISABILITIES / COMPLEX BEHAVIORAL HEALTH NEEDS

- A. Individuals with physical, mental health, developmental, or intellectual disabilities may have difficulty communicating, understanding, or complying with commands from peace officers.
 - 1. State Law
 - 2. Agency Policy
- B. Recognize appropriate methods of communication with people experiencing:
 - 1. Mental Illness
 - 2. Substance Use Disorders
 - 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

VII. TEAM COMMUNICATION DURING A CRITICAL INCIDENT

- A. Coordinated effort
 - 1. Planned Response (when feasible)

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

VIII. CRITICAL DECISION-MAKING ELEMENTS & APPLICATION

- A. Strategic Approach to Complex Calls for Service
 - 1. When the need and current risk are not clear
 - 2. Acute Behavioral Disturbance
 - 3. Recognition, Response Plan
 - 4. Medical Emergency or something else
 - 5. Documentation

IX. COMMUNITY RESOURCES

- A. Mental Health / SUD Resources
 - 1. Regional Mental Health Outpatient / Access Clinics
 - 2. Community Crisis Line / 988
 - 3. Mobile Crisis Response
 - 4. Sobering Center
 - 5. Other Community Providers

X. CLASS EXERCISES

- A. Practice of communication skills & critical decision making via active process
 - 1. Scenarios