

**FONTANA POLICE DEPARTMENT**  
**TACTICAL COMMUNICATION (2 HOURS)**  
**EXPANDED COURSE OUTLINE**

**I. WELCOME / INTRODUCTION**

- A. Registration
- B. Course Overview – Generate Voluntary Compliance
- C. Course Goals:
  - 1. Safety – yours and theirs
  - 2. Enhanced professionalism
  - 3. Decrease in complaints
  - 4. Decrease vicarious liability
  - 5. Lessen stress – at home / work
  - 6. Court Power
  - 7. Increase in morale
- D. Course Objectives

**II. FORCE OPTIONS**

- A. Professional presence
- B. Words
- C. Empty hand control – Manual
- D. Artificial incapacitators
- E. Impact tools
- F. Deadly Force
  - 1. Preclusion – no other non-lethal options; based on circumstances
  - 2. Imminent Jeopardy – Intent, Ability, Means, Opportunity

**III. COMMUNICATION**

- A. Steps in Active Listening
  - 1. Open/unbiased
  - 2. Hear the words said to you
  - 3. Interpret the words said to you
  - 4. Act appropriately
- B. How you feel about someone has nothing to do with your job
- C. Never use words which rise readily to your lips
- D. You are a PEACE OFFICER – Where you go, there should be PEACE!
- E. The Art of Representation – Power Principle
  - 1. As ego goes UP, power and safety goes DOWN
  - 2. As ego goes away, power and safety RISE
  - 3. You must DISAPPEAR to have influence over others

- F. Content 7 – 10%
- G. Voice 33-40% - It's not what you say, it's how you say it.
- H. ONV 50-60%
  - 1. Other non-verbal
  - 2. 93% = Deliver Style

- I. Elements of Voice
  - 1. Any conflict between your Role and you....people will believe your voice
  - 2. Tone = Attitude towards people or the event
  - 3. ... is defined by the word a person can add to the end of your sentence
  - 4. Pace: Speed – fast or slow
  - 5. Pitch: volume – high or low
  - 6. Modulation: rhythm & inflection

[REDACTED]

J. Other Non-Verbal (ONV)

[REDACTED]

- 9. VOICE must be in HARMONY with ONV
  - a. Any conflict between Voice and ONV and people will believe ONV
- 10. 90% of the body can LIE

[REDACTED]

IV. CONTROL TECHNIQUES

[REDACTED]

[REDACTED]

D. RAC: Reasonable Arc of Custody

1. Rules that govern when you must tell a subject he is under arrest

E. Power Principles

1. As ego goes UP, power and safety goes DOWN
2. As ego goes away, power and safety RISE

[REDACTED]

[REDACTED]

**IV. OUR IDENTITY**

**A. The Contact Professional**

1. In contact with self
2. In contact with the Organization
3. In contact with the Subject
4. If you name your weaknesses, you begin to win them and you can identify the person who pushes that button

[REDACTED]

1. Citizens have a point of view, right or wrong, just or unjust. You do not have to agree with anything they say, you simply have to understand their perspective.

C. ASK

1. Fact finding; who, what, where, when, why, and how
2. General: Open ended
3. Direct: Closed ended
4. Leading: Isn't it true that...
5. Opinion Seeking: Asks for their opinion

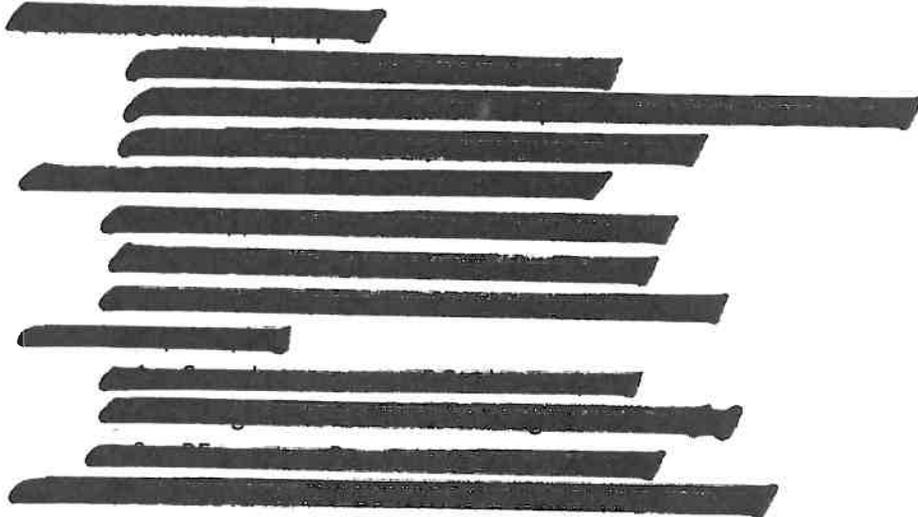
D. PARAPHRASE

1. Wrap the subject's meaning with your own words and then give it back to him.
2. If you cannot say it back, you did not understand the subject.
3. Let me be sure I understand
4. Simple sentences

E. SUMMARIZE

1. Creates decisiveness and authority
2. Reconnects communication when temporarily interrupted
3. Always at the end because a decision has to be made
4. Brevity, clarity and unarguable in tone
5. Good news first. Bad news last

**VII. DEALING WITH DIFFICULT/DOMINATING PEOPLE**



**VIII. TACTICAL COMMUNICATION**

- A. Tactical Communication
  1. SAFER EIGHT TO FIVE
- B. Tactical Empathy

1. The way I see the problem
  2. The way you see the problem
  3. The way I see the problem through you
- C. How would you want a family member treated?
- D. Give up a minute of your time to express empathy and listen.

## **GENERAL SAFETY POLICY**

It shall be the policy of the Fontana Police Department to conduct all training in a manner as to promote an attitude of safety among instructors and students alike. The intent of this policy is to promote student and instructor safety awareness and to reduce the potential risk for injuries.

The efforts of all personnel involved in training shall be directed toward ensuring a safe atmosphere within which maximum training benefit can be realized.

Eye and ear protection are mandatory for all staff during training. The use of helmets, and full-face shields or a combination thereof, will be utilized by the students and personnel assisting in learning activities.

### **I. Staff / Administrative Responsibilities**

- a. The instructors shall be provided with a copy of course specific safety policy pertaining to their course of instruction prior to the commitment of their class.
- b. The training staff shall ensure that at least two forms of emergency communication are accessible at the training site; cell phone and emergency police radio.
- c. Instructional staff present at the training site shall be trained in First Aid, CPR and AED procedures.
- d. The training staff shall brief the students of the Departments safety policy. The training staff shall identify medical facilities and emergency services that are available for subjects to call in the event of an emergency or student injury.
- e. A first aid kit shall be immediately available at the training site and made known to all students/staff in the immediate area.
- f. The training staff shall inform the students on the location of restroom facilities.
- g. The training staff shall have a written operational plan detailing actions to be taken in the event of a student or instructor injury. The training staff shall identify which medical facilities and emergency services are available or subject to call in the event of an emergency. Responding medical personnel will make the final determination regarding the treating medical facility.

## II. Instructor Responsibilities

- a. The Instructor shall review the Course Specific Safety Policy with students prior to the commencement of class.
- b. The instructors shall advise the students of the responsibility to report and/or stop unsafe actions or conditions during training.
- c. The instructors shall adhere to the expanded course outline as submitted and approved by POST for presentation as a certified training course.
- d. The instructors shall display an attitude of safety and professional demeanor at all times.
- e. The instructors shall be easily identified from among the class participants utilizing a red shirt or vest. The purpose of this is to make instructors easily identifiable to any class participant and to enhance the safety of each class.
- f. Instructors shall ask students to identify any injuries or pre-existing medical restrictions that may affect their ability to safely participate in training.
- g. Instructors shall ensure students are dressed professionally appropriate for the activities. Shoes are required. Footwear shall be similar/ comparable to uniform boots/shoes. Sandals, flip flops, or any shoes which expose toes and/or heels are not allowed.
- h. The Departments safety policy shall be re-emphasized to students immediately after returning from breaks.
- i. Instructors shall be aware of any physical fatigue factors that affect the ability of the student to safely perform.

## III. Student Responsibilities

- a. Students shall immediately notify the course instructor of any known pre-existing medical condition that is likely to be aggravated during training or will affect performance during training.
- b. Students shall immediately notify the course instructor of any injuries sustained during training.
- c. Students are responsible for adhering to all safety requirements of individual courses.
- d. Students share a responsibility for identifying and notifying an instructor of any unsafe condition.

#### IV. Response to Injury

#### V. Severity of Injury

- a. In the event that a student suffers a minor injury (i.e. small abrasion, etc.) the student will communicate with an instructor that the injury has occurred and will inform the instructor if they are able to continue training. First Aid will be rendered to the student. If the injury is deemed to be too severe or the instructor feels it would be unsafe for the student to continue, their participation may be stopped.
- b. In the event that a student suffers a moderate injury (i.e. laceration, burn, etc.) the training will immediately stop. First aid will be rendered immediately. Instructors will obtain appropriate medical assistance and an evaluation shall be sought from a competent medical authority before the student is allowed to return to training.
- c. In the event that a student suffers a major injury (i.e. broken bones, gunshot wound, etc.) the training will immediately stop. First aid will be rendered and/or lifesaving efforts. Instructors will obtain appropriate medical assistance by calling 911 for emergency assistance or transporting to the closest hospital.
  - Notify the Watch Commander & the Personnel and Training Sergeant in order to complete necessary paperwork and conduct an investigation.
  - Students who sustain an injury that requires treatment by a physician must obtain a medical release before they will be allowed to resume training.
  - A full investigation of student injuries will be completed as needed. This will serve to identify injury trends and is especially useful in high risk training practices and techniques.
  - Instructors shall be required to document details associated with any student injury that causes loss of time from the training course.

#### Nearest Emergency Room:

Kaiser Permanente  
9961 Sierra Avenue  
Fontana CA 92335  
(909) 427-5000

#### Nearest Trauma Center:

Arrowhead Regional Medical Center  
400 N Pepper Avenue  
Colton CA 92324