



# VIDEO GUIDE

Released | **March 2019**

Multimedia ID | **284**

CPT Hours | **2**

Meets Mandate | **Yes**

Format | **DVD**



Enhancing De-escalation Through

# Strategic Communications

The term “Strategic Communications” supports the approach of infusing professional verbal communications into law enforcement training programs to enhance officer safety and the concept of procedural justice. Understanding and utilizing the skills of Strategic Communications can lead not only to more effective law enforcement for you and your colleagues, but these skills-- crucial to the control of and de-escalation of a situation-- can also protect your well-being and the safety of those around you.

The goal of this training program is to refresh and enhance the concepts and techniques of Strategic Communications (a.k.a. Tactical Communications) within California law enforcement. This training will reinforce a deeper understanding of how to best employ these principles. The program features verbal communication techniques developed by the late Dr. George Thompson, the creator of Tactical Communications, also known as “Verbal Judo.” The Verbal Judo Institute has been a partner to California law enforcement for many years now. It is with their collaboration that this training program has been created.

Main video segments include:

- Overview (6 min.)
- Principled Policing (16 min.)
- Contact Professional (20 min.)
- Situational Awareness / Emotional Intelligence (20 min.)
- Core Communications Skills (20 min.)
- Crisis Recognition (19 min.)
- Tools and Techniques (8-Step & 5-Step Vehicle Stop) (23 min.)
- Closing Thoughts (4 min.)

*This video program meets POST Regulation 1005(d)(4)(B) tactical or interpersonal communications training mandate.*

## Viewing Modes | Support Documents

### Informational / Individual Viewing

This viewing mode allows an individual or a small group to view the training video without classroom facilitation by an instructor. Features the same scenarios and questions/activities as the “Facilitated Group Course” track. Individual viewers view sample group discussions, followed by comments from subject matter experts that reiterate and reinforce the teaching points. A “Student Study Guide” document (pdf) is included for this viewing mode.

### Facilitated Group Course Viewing

Each segment features a short introduction, followed by scenarios with related questions and activities to assist in facilitating a group discussion. The facilitator has the option to play subject matter expert comments after the discussion to re-emphasize a training point. A “Facilitation Guide” document (pdf) is included for this viewing mode.

Additional instructions for facilitation and obtaining CPT credit are included on the Facilitation Guide document and the “Getting Started” section of the video main menu.

## Bonus Materials

### Tactical Communications Instructor Resource

Features a bonus video section, *Tactical Communications Instructor Resource*, which provides an overview of the various verbal techniques featured in the Tactical Communications program. 14 short segments (total of 80 minutes) are presented by Joel Francis, Sergeant/NYPD (ret.) who is the National Director of Instructor Training for the Verbal Judo Institute. May be used as an instructor resource or used for individual viewing by peace officers of all ranks for refresher training. A one-page overview of the 14 segments (pdf) is provided in the Documents folder on the DVD.

### Strategic Communications Guide

Includes an additional special publication, *Strategic Communications: A Verbal Communications Guide for Enhancing Officer Safety and Law Enforcement Professionalism* (pdf) in cooperation with the Verbal Judo Institute, also in the Documents folder on the DVD.