



24 Hours

Tactical Communications Instructor Course

POST Plan IV

Dates: 2020-2021

Aug. 19-21, 2020

5270-21475-20001
Sheraton Garden Grove

Oct. 5-7, 2020

5270-21475-20002
Sheraton Garden Grove

Public Safety personnel are often faced with conflict situations that can result in serious injury or loss of life. In these situations individuals can become argumentative and challenging because they are either under the influence of a controlled substance and/or under emotional/ mental distress. Basic interpersonal skills do not usually work in situations like this. It has been said, "common sense, is most uncommon under pressure."

This course is based on the principles of "Verbal Judo" which has been proven effective in reducing injuries and complaints. It is an excellent tactic in de-escalation allowing officers time and a tactical advantage.

Tactical Communications teaches officers how to stay calm and professional under verbal assault and how to generate voluntary compliance from even the most difficult people. This course also teaches officers to identify when their words have failed and how to transition, through tactics, into the escalation of force. The ability to communicate effectively is an officer's greatest asset. This program enhances officer safety and promotes public confidence in law enforcement by modeling the four tenants of Procedural Justice: Voice, Neutrality, Respect, and Trustworthiness.

Upon completion of the course the instructor will be able to teach academy courses, and the POST perishable skills block for tactical communications.

SUBJECT AREAS WILL INCLUDE:

- Enhancing Officer Safety***
- De-escalation Techniques***
- Enhancing Professionalism***
- Decreasing Citizen Complaints***
- Decreasing Vicarious Liability***

LOCATIONS:

Sheraton Garden Grove
12221 Harbor Blvd
Garden Grove, CA 92840
714-703-8400

Embassy Suites La Quinta
50777 Santa Rosa Plaza
La Quinta, CA 92253
760-777-1711

CENTER FOR CRIMINAL JUSTICE
RESEARCH AND TRAINING
CALIFORNIA STATE UNIVERSITY, LONG BEACH

1250 Bellflower Blvd, HSD-118
Long Beach, CA 90840-5607

For Reservations:

Phone: (562) 985-4940
Fax: (562) 985-2448
Email: chhs-ccj@csulb.edu

Class hours are from 8:00 AM to 5:00 PM
Course information available at our website:
www.csulb.edu/centers/ccj

Make checks payable to *CSULB Foundation*. Payment is preferred on the first day of class. If you cannot provide a check the first day, your agency can be invoiced. Credit cards are now accepted. Payment restrictions and policies can be found on our website under General Information.