

Course Certification Info
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Tactical Communication Update

Type: RFC Annual

 Status: Approved

Version: 1.0

 Cert. Number: 25-82529
 Certification Date: 9/5/2018
 Expiration Date: 4/7/2024

Created By: Jennifer Mognis

Created Date: 1/1/1900

Last Modified By: Jennifer Mognis

Last Modified Date: 4/7/2022

Course Information

 Est. Class Size: 15 Course Hours: 4

Primary Population: Field Probation, Juvenile Corrections, Officer

Managers/Administrators, Supervisors

Agency Specific: No

Delivery Method: ILT – Instructor Lead Training

Course Summary:

The course is designed to provide knowledge in the area of Tactical Communication. Provide officers with key communications skills needed to safely engage with, de-escalate, and gain compliance from subjects who are in crisis and/or non-compliant.

 Contact: Jen Mognis
 Phone: 209-385-7339

jennifer.mognis@countyofmerced.com
Provider Information

Provider Name: Merced County Probation

 Contact: Jen Mognis
 Phone: 209-385-7339
 Fax:

jennifer.mognis@countyofmerced.com
 1880 Wardrobe Ave
 Merced, CA 95341

Course will exceed the STC maximum tuition per hour? No

Performance Objectives

After this training, Students will be able to demonstrate knowledge of the basic components of communication skills and techniques; Demonstrate knowledge of the importance of listening and persuasion skills as they relate to effective tactical communication; Demonstrate knowledge of the skills needed to effectively deal with non-compliant individuals; Demonstrate knowledge of the skills needed to recognize non-verbal and emotional cues of non-compliant individuals and identify and utilize the 5 Step Compliance techniques.

Testing Procedures (if applicable)

Performance (Behavior Skills)

Assurance Statement

By submitting this course you are assuring that you are following **the STC Policies and Procedures Manual for Training Providers**, including the requirement to have a lesson plan on file for this course. I further certify that the information included in this request is accurate to the best of my knowledge.

Assured by Provider: Yes

Versions
Previous versions of this certification

Cert #	Course Title	Expires	Last Changed ▲	Status
25-82529	Tactical Communication Update	1/1/1900	8/11/2020	Archived
25-82529	Tactical Communication Update	1/1/1900	3/1/2021	Archived
25-82529	Tactical Communication Update	1/1/1900	6/14/2021	Archived
25-82529	Tactical Communication Update	1/1/1900	12/30/2021	Archived
25-82529	Tactical Communication Update	1/1/1900	4/7/2022	Archived

Change History
Changes made to this certification
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Change	Action	Changed Date
New Working Copy Created	working copy created	4/7/2022
ID	edited	4/7/2022
Status	edited	4/7/2022
Working Copy Of	edited	4/7/2022
Provider Address1	edited	4/7/2022
Expiration Date	edited	4/7/2022
Approved Date	edited	4/7/2022

Attachments

Attachments for this certification	Edit

Instructors

Course instructors	Edit	Delete
<ul style="list-style-type: none"> I Amancio-Sanchez, Ricardo I Granados, Jose I Marshall, Courteney I Mirabal, Vincent I Rodriguez, Ben I Zarate, Cristina 		

Course Outline

Edit						
Day	Begin	End	Subject Matter	Instructional Methodology	Instructor	Agency Notes
1	0800	0805	Welcome, the introduction of the subject matter, and instructor bios. Class rules, expectations, and safety.	"Lecture"	"Amancio-Sanchez, Ricardo", "Granados, Jose", "Marshall, Courteney", "Mirabal, Vincent", "Rodriguez, Ben", "Zarate, Cristina"	
1	0805	0815	The purpose of this class is to ensure Juvenile Institutional Officers and Deputy Probation Officers are aware of JJCC Department Policy, in particular: H-112 Use of Force and/or the Merced County Probation Department, Probation Manuel: Policy 300 – Use of Force. Group Discussion: • Officer Traits – Good and Bad • What traits do you want in a partner, in yourself? • What is tactical communication? Review Goals of the Course with class: • Increase Safety • Enhance Professionalism • Decrease Complaints • Decrease Liability • Lessen Personal Stress on the Job and at Home • Increase Morale	"Lecture", "Group Discussion"	"Amancio-Sanchez, Ricardo", "Granados, Jose", "Marshall, Courteney", "Mirabal, Vincent", "Rodriguez, Ben", "Zarate, Cristina"	
1	0815	0825	Introduce information regarding Dr. George Thompson Identify Verbal Judo with the class: The mastery of communication redirecting behavior with words Section Objective: Students will be able to describe what Verbal Judo is and will be able to discuss the difference between Verbal Judo and Verbal Karate. Tactical Communication/Verbal Judo is not just about words. Gaining Voluntary Compliance • Most of our contact with the public is verbal (not physical). • The goal of law enforcement is gaining	"Lecture"	"Amancio-Sanchez, Ricardo", "Granados, Jose", "Marshall, Courteney", "Mirabal, Vincent", "Rodriguez, Ben", "Zarate, Cristina"	

			<p>voluntary compliance achieved with presence, words, and actions.</p> <ul style="list-style-type: none"> • Skillful communication supports the decision to act. <p>Shows you have exhausted options/ provided opportunities for compliance.</p>		
1	0825	0830	<p>The following video touches on the following subjects:</p> <p>Personal feelings and thoughts in the back burner and project our PROFESSIONAL FACE.</p> <p>"It's not just our perception on what we have to say. WE want to make sure that the person that's receiving that message, gets the message very clearly".</p> <p>Discuss how from the receiver's point of view, 7-10% is content. 90-93% of your impact on someone, positive or negative, is entirely a matter of your delivery style and that's made up of your Voice and Body Language.</p> <p>Discuss example at end of the video with the class.</p>	"Lecture", "Audio/Video Clip"	"Amancio-Sanchez, Ricardo", "Granados, Jose", "Marshall, Courteney", "Mirabal, Vincent", "Rodriguez, Ben", "Zarate, Cristina"
1	0830	0840	<p>P.A.C.E</p> <ul style="list-style-type: none"> • Problem <ol style="list-style-type: none"> 1. Officer should analyze the problem from the law enforcement perspective 2. Officers should also try to analyze the problem from the perspective of the person contacted • Audience <ol style="list-style-type: none"> 1. Who are the officers interacting with? 2. What do the officers know about them? • Constraints <ol style="list-style-type: none"> 1. What are the barriers to communication? 2. Ambient noise may be a constraint 3. Peer pressure if the contact person is with others • Ethical presence <ol style="list-style-type: none"> 1. Should be used from all contacts 2. Professionalism and ethics go hand-in-hand 3. Being professional all the time fosters ethical decision making 	"Lecture", "Group Discussion"	"Amancio-Sanchez, Ricardo", "Granados, Jose", "Marshall, Courteney", "Mirabal, Vincent", "Rodriguez, Ben", "Zarate, Cristina"

26 event(s) total

Schedule

Course dates and locations					Edit
Event ID	Start Date ▼	End Date	Location	Registration Count	
	9/4/2018	9/4/2018	Merced		

1 date(s) total