

**Course Certification Info**
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## Tactical Communication

Type: RFC Annual

 Status: Approved

Version: 1.0

Cert. Number: 25-85651

Certification Date: 10/22/2020

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: 10

Course Hours: 8

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. The course will 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](mailto:jennifer.mognis@countyofmerced.com)

### Provider Information

Provider Name: Merced County Probation Department

 Contact: Jen Mognis  
 Phone: 209-385-7339  
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[jennifer.mognis@countyofmerced.com](mailto:jennifer.mognis@countyofmerced.com)  
 1880 Wardrobe Ave  
 Merced, CA 95341

Course will exceed the STC maximum tuition per hour? No

### Performance Objectives

At the end of the course 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

| <i>Previous versions of this certification</i> |                        |          |                |          |
|--|------------------------|----------|----------------|----------|
| Cert #   | Course Title           | Expires  | Last Changed ▲ | Status   |
| 25-85651                                       | Tactical Communication | 1/1/1900 | 3/1/2021       | Archived |
| 25-85651                                       | Tactical Communication | 1/1/1900 | 6/14/2021      | Archived |
| 25-85651                                       | Tactical Communication | 1/1/1900 | 12/30/2021     | Archived |
| 25-85651                                       | Tactical Communication | 1/1/1900 | 4/7/2022       | Archived |

### Change History

| <i>Changes made to this certification</i> |                      |              | <span>View All</span> |
|---|----------------------|--------------|-----------------------|
| 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     |                       |
| Expiration Date                           | edited               | 4/7/2022     |                       |
| Approved Date                             | edited               | 4/7/2022     |                       |
| New Working Copy Created                  | working copy created | 12/29/2021   |                       |
| ID  | edited               | 12/29/2021   |                       |

**Attachments**

Attachments for this certification

Edit

**Instructors**

Course instructors

Edit

Delete

- [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  | 0810 | Welcome, the introduction of the subject matter, and instructor bios. Class rules, expectations, and safety. The class will participate in an activity to introduce themselves to the entire class.  | "Lecture","Group Exercise"   | "Amancio-Sanchez, Ricardo","Granados, Jose","Marshall, Courteney","Mirabal, Vincent","Rodriguez, Ben","Zarate, Cristina" |              |
| 1   | 0810  | 0830 | 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.<br><br>Review Goals of the Course with class:<br><br><ul style="list-style-type: none"> <li>• Increase Safety</li> <li>• Enhance Professionalism</li> <li>• Decrease Complaints</li> <li>• Decrease Liability</li> <li>• Lessen Personal Stress on the Job and at Home</li> <li>• Increase Morale</li> </ul> During the course of the training, we will continue to review over the policy and ensure Juvenile Institutional Officers are aware of JJCC Department Policy and Deputy Probation Officers are aware of the Department Policy on Lexipol. | "Lecture","Group Discussion" | "Amancio-Sanchez, Ricardo","Granados, Jose","Marshall, Courteney","Mirabal, Vincent","Rodriguez, Ben","Zarate, Cristina" |              |
| 1   | 0830  | 0840 | An assessment exercise that serves as an introduction to the Tactical Communication training.  | "Group Exercise"             | "Amancio-Sanchez, Ricardo","Granados, Jose","Marshall, Courteney","Mirabal, Vincent","Rodriguez, Ben","Zarate, Cristina" |              |
| 1   | 0840  | 0900 | Introduce information regarding Dr. George Thompson. Identify Verbal Judo with the class:<br><br>The mastery of communication redirecting behavior with words.<br><br>Students will be able to describe what Verbal Judo is and will be able to discuss the difference between Verbal Judo and Verbal  | "Lecture","Group Exercise"   | "Amancio-Sanchez, Ricardo","Granados, Jose","Marshall, Courteney","Mirabal, Vincent","Rodriguez, Ben","Zarate, Cristina" |              |

Karate.

Gaining Voluntary Compliance

- Most of our contact with the public is verbal (not physical).
- The goal of law enforcement is gaining voluntary compliance achieved with presence, words, and actions.
- Skillful communication supports the decision to act.

Shows you have exhausted options/ provided the opportunity for compliance.

Discussion:

- When do we start communicating with someone?
- How is your communication?
- What are your communication challenges? What do you feel needs some improvement?

|   |      |      |                                  |                              |  |
|---|------|------|----------------------------------|------------------------------|--|
| 1   | 0900 | 0915 | Officer Safety and Field Tactics | "Lecture","Group Discussion" | "Amancio-Sanchez, Ricardo","Granados, Jose","Marshall, Courteney","Mirabal, Vincent","Rodriguez, Ben","Zarate, Cristina" |
| <p>Cooper's colors: A simple system for situational awareness<br/>The system breaks down alertness levels into five (5) colors of escalating degrees of preparation for the use of deadly force.</p> <ul style="list-style-type: none"> <li>• Condition White</li> <li>• Condition Yellow</li> <li>• Condition Orange</li> <li>• Condition Red</li> <li>• Condition Black</li> </ul> <p>Proxemics and Control of Distance</p> <ul style="list-style-type: none"> <li>• Use and control of space and distance.</li> <li>• Proxemics: The way you stand and carry yourself in your space. Your spatial relation to the other person.</li> </ul> |      |      |                                  |                              |  |

34 event(s) total

Schedule

Course dates and locations

Edit

| Event ID | Start Date ▼ | End Date   | Location | Registration Count |
|----------|--------------|------------|----------|--------------------|
|          | 7/16/2018    | 7/16/2018  | Merced   |                    |
|          | 12/16/2020   | 12/16/2020 | Merced   |                    |

2 date(s) total