SECTION 15

Tactical Communication/Conflict Resolution

15.1 – 15.4 COMPETENCY REQUIREMENTS

	Contents					
15.1	Tactical Communications					
15.2	Handling Disputes (General)					
15.3	Civil Disputes					
15.4	Repossessions					
List of	Subtopics					
Attesta	ation					
Instructions to Administrators						
Instruc	tions to FTOs					

Note to Administrators

In order for POST to review and approve your agency's *Field Training Guide*, you MUST submit the following electronic files:

- 1) The POST FTP Approval Checklist (Form 2-230)
- 2) Your department's Policy & Procedure Manual
- 3) Your completed Guide (Volumes 1 & 2), including ALL competency requirements covered in Part 5, Sections 1–18.

LIST OF SUBTOPICS

15.1 TACTICAL COMMUNICATION

	15.1.01	Verbal and Nonverbal Cues
	15.1.02	Benefits of Tactical Communication
	15.1.03	Demonstration of Tactical Communication
	15.1.04	Deflection Techniques
	15.1.05	Five-Step Process for Generating Voluntary Compliance
E 2	HANDIIN	G DISPUTES (GENERAL)
5.2	HANDLIN	d DISPUTES (GENERAL)
	15.2.01	Basic Responsibilities at the Scene of a Dispute

15

15.2.01	Basic Responsibilities at the Scene of a Dispute
15.2.02	Social Service Organizations
15.2.03	Inherent Dangers to Officers
15.2.04	Separating Parties in a Dispute
15.2.05	Private Person Arrest Procedures
15.2.06	Use of Different Techniques
15.2.07	Handling a Dispute Situation

15.3 CIVIL DISPUTES

15.3.01	Agency Policy on Landlord-Tenant Disputes
15.3.02	California Law and Agency Procedures Regarding Landlord-
	Tenant Disputes
15.3.03	Agency Policy on Labor-Management Disputes
15.3.04	Policing Problems During Labor-Management Disputes
15.3.05	Small Claims Court
15.3.06	Handling a Civil Dispute

15.4 REPOSSESSIONS

15.4.01 Rules and Agency Policy Regarding Repossessions

SECTION	SECTION 15 TACTICAL COMMUNICATION/CONFLICT RESOLUTION									
	CHECK (ONE ONLY	: PHASE 1 PHAS	E 2	PHASE 3 P	HASE 4 PHA	SE 5			
Trainee				FTO						
15.1	TACTICAL COMMUNICATI	ON								
15.1.01	Verbal and Nonverbal Cues									
	The trainee shall discuss how	ı tactical co	mmunication involves both pro	ofessional d	emeanor and word	ls (verbal and nonve	rbal cues).			
Reference(s	5):						Case # (If applicable)	Incident #		
	Received Instruction		Competency Demonstra	ted	How	Remedia	al Training	How		
	Signature	Date	Signature	Date	Demonstrated?	Signature	Date	Remediated?		
FTO:					Field Perform Role Play			Field Perform Role Play		
					Written Test			Written Test		
Trainee:					☐ Verbal Test			☐ Verbal Test		
Comments:										
Additional	Information:									
15.1.01	Part A - Reference Agency P	olicies/Pro	cedures, if applicable (600 cha	racters max	imum)			□ N/A		
4-4-04		*1 (6: 11								
15.1.01	Part B - Agency Training Det	ails (field w	vill expand automatically)							

15.1.02	1.02 Benefits of Tactical Communication								
	The trainee shall identify and explain the benefits of tactical communication, including:								
	A. Enhanced safety (reduced likelihood of physical confrontation and injury) B. Enhanced professionalism (decreased citizen complaints, personal and professional stress, and civil liability)								
Reference(s):						Case # (If applicable)	Incident #	
	Received Instruction	n	Competency Demonstrat	ted	How	Remedial Training		How	
	Signature	Date	Signature	Date	Demonstrated?	Signature	Date	Remediated?	
FTO:					Field Perform Role Play			Field Perform Role Play	
Trainee:					Written Test Verbal Test			Written Test Verbal Test	
Comments									
Additional	Information:								
15.1.02	Part A - Reference Agency	Policies/Pro	ocedures, if applicable (600 cha	racters max	imum)			□ N/A	
15.1.02	Part B - Agency Training De	etails (field v	vill expand automatically)						

15.1.03	3 Demonstration of Tactical Communication The trainee shall demonstrate an ability to perform in a calm, professional demeanor while de-escalating hostilities or conflicts (i.e., without resorting to physical violence).							
Reference(Case # (If applicable)	Incident #
	Received Instructi	on	Competency Demonstr	ated	How	Remedi	al Training	How
	Signature	Date	Signature	Date	Demonstrated?	Signature	Date	Remediated?
FTO:					Field Perform Role Play			Field Perform Role Play
Trainee:					Written Test Verbal Test			☐ Written Test☐ Verbal Test
Comments								
Additional	Information:							
15.1.03	Part A - Reference Agence	y Policies/Pr	ocedures, if applicable (600 ch	aracters ma	ximum)			□ N/A
15.1.03	Part B - Agency Training D	Details (field	will expand automatically)					

15.1.04	Deflection Techniques								
	The trainee shall explain and demonstrate the ability to use deflection techniques in response to verbal abuse. Every word that follows "but" should be professional language that is goal directed. Examples might include:								
			e your driver's license, vehicle	F	B. "I understand t	that, but I need you t	to move your vehicle	."	
	registration, and proof	of insurance	ž."						
Reference(s	;):						Case # (If applicable)	Incident #	
	Received Instruction		Competency Demonstrat	ted	How	Remedia	nl Training	How	
	Signature	Date	Signature	Date	Demonstrated?	Signature	Date	Remediated?	
FTO:					Field Perform			Field Perform	
110.					Role Play			Role Play	
Trainee:					☐ Written Test☐ Verbal Test			Written Test Verbal Test	
Comments:									
Additional	Information:								
15.1.04	Part A - Reference Agency F	olicies/Pro	cedures, if applicable (600 chai	racters max	(imum)			□ N/A	
	0-1				,				
15.1.04	Part B - Agency Training Det	tails (field v	vill expand automatically)						
	0 , 0	U	, ,,						

15.1.05	Five-Step Process for Generating Voluntary Compliance Given a scenario or an actual incident involving an uncooperative subject(s), the trainee shall be able to generate voluntary compliance using the five-step process:							
	 A. Ask (Ethical Appeal) – The subject is given an opportunity to voluntarily comply by simply being asked to comply B. Set Context (Reasonable Appeal) – The "why" questions are answered by the identification or explanation of the law, policy, or rationale that applies to the situation. C. Present Options (Personal Appeal) – Explain possible options D. Confirm (Practice Appeal) – Provides one last opportunity for voluntarily compliance. For example, "Is there anything I can say to gain your cooperation at this time? Act (Take appropriate action) 							
Reference(s	:):						Case # (If applicable)	Incident #
	Received Instruction	Date	Competency Demonstrat Signature	ed Date	How Demonstrated?	Remedia Signature	al Training Date	How Remediated?
FTO: Trainee:	Signature	Date	Signature	Date	Field Perform Role Play Written Test Verbal Test	Signature	Date	Field Perform Role Play Written Test Verbal Test
Comments:								
Additional	Information:							
15.1.05	Part A - Reference Agency F	Policies/Pro	cedures, if applicable (600 char	acters max	imum)			□ N/A
15.1.05	Part B - Agency Training De	tails (field w	vill expand automatically)					

15.2	HANDLING DISPUTES (GE	NERAL)						
15.2.01	Basic Responsibilities at the	Scene of a	Dispute					
	The trainee shall explain an officer's basic responsibilities at the scene of a dispute. These responsibilities shall minimally include:							
	A. Remaining impartial			F	Suggesting solu	itions to the probler	n	
	B. Preserving the peace			(G. Offering approp	priate referrals		
	C. Determining whether o	r not a crim	e has been committed	H	_	rest as a reasonable	alternative if a crime	has been
	D. Conducting an investiga	ition if a crir	me has been committed.		committed			
	E. Providing safety to indiv	iduals and	property					
Reference(s	;):						Case # (If applicable)	Incident #
	Received Instruction		Competency Demonstrat	ed	How	Remedia	al Training	How
	Signature	Date	Signature	Date	Demonstrated?	Signature	Date	Remediated?
FTO:					Field Perform			Field Perform Role Play
		+			Role Play Written Test			Written Test
Trainee:					☐ Verbal Test			☐ Verbal Test
Comments:								
A alaliti a a l	Information:							
Additional								
15.2.01	Part A - Reference Agency F	olicies/Pro	cedures, if applicable (600 char	acters max	imum)			☐ N/A
15.2.01	Part B - Agency Training De	t <mark>ails</mark> (field w	vill expand automatically)					

15.2.02	Social Service Organizations The trainee shall identify various social service organizations that are available within the city or county to render assistance in dispute situations. These organizations shall minimally include those dealing with: A. Public health E. Humane Society/Society for the Prevention of Cruelty to Animals (SPCA)									
	B. Alcohol problemsC. Family counseling and cD. Drug problems	ce		(SPCA) F. Any additional city/county agencies or organizations						
Reference(s	:):						Case # (If applicable)	Incident #		
	Received Instruction		Competency Demonstrat	ted	How	Remedia	nl Training	How		
	Signature	Date	Signature	Date	Demonstrated? Field Perform	Signature	Date	Remediated? Field Perform		
FTO:					Role Play			Role Play		
Trainee:					☐ Written Test☐ Verbal Test			☐ Written Test☐ Verbal Test		
Comments:										
Additional	Information:									
15.2.02	15.2.02 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)									
45.2.02	Don't D. Annuau Toniuius Dat		ill account and acceptant and a							
15.2.02	Part B - Agency Training Det	ans (Jieid W	viii expana automatically)							

15.2.03	Inherent Dangers to Officers								
	The trainee shall explain the	ne inherent o	langers to officers who enter t	the home of	a family (or other o	ccupants) involved in	a dispute.		
Reference(s	5):						Case # (If applicable)	Incident #	
	Received Instruction	on	Competency Demonstr	Competency Demonstrated		Remedia	l Training	How	
	Signature	Date	Signature	Date	Demonstrated?	Signature	Date	Remediated?	
FTO:					Field Perform			Field Perform	
					Role Play Written Test			Role Play Written Test	
Trainee:					☐ Verbal Test			☐ Verbal Test	
Comments									
Additional	Information:								
15.2.03	Part A - Reference Agency	Policies/Pro	ocedures, if applicable (600 ch	aracters ma	ximum)			□ N/A	
					•				
15.2.03	Part B - Agency Training D	etails (field \	will expand automatically)						

15.2.04	Separating Parties in a Dis	-	or and disadvantages of consent	ing parties	in a dispute and get	th oring information	from thom individual	
Deference/		ie auvantage	es and disadvantages of separat	ing parties	iii a uispute aliu gai	thering information	Case # (If applicable)	Incident #
Reference(s):							
	Received Instruction	on	Competency Demonstra	ted	How	Remedial Training		How
	Signature	Date	Signature	Date	Demonstrated?	Signature	Date	Remediated?
FTO:					Field Perform			Field Perform
					Role Play Written Test			Role Play Written Test
Trainee:					☐ Verbal Test			Verbal Test
Comments			•		•			
Additional	Information:							
15.2.04	Part A - Reference Agency	Policies/Pro	ocedures, if applicable (600 cha	racters max	kimum)			□ N/A
					•			_
15.2.04	Part B - Agency Training D	etails (field	will expand automatically)					

15.2.05		Private Person Arrest Procedures The trainee shall explain private person arrest procedures at disputes.						
Reference(s		Tate person	- arrese procedures de disputes.				Case # (If applicable)	Incident #
	Received Instruction Competency Demonstrated		How Reme		al Training	How		
FTO:	Signature	Date	Signature	Date	Demonstrated? Field Perform Role Play	Signature	Date	Remediated? Field Perform Role Play
Trainee:					Written Test Verbal Test			Written Test Verbal Test
Comments								
Additional	Information:							
15.2.05	Part A - Reference Agency P	Policies/Pro	cedures, if applicable (600 chai	racters max	imum)			□ N/A
45.2.05	Doub D. Annuau Turining Day	: I - /£: - I - I						
15.2.05	Part B - Agency Training De	talis (field v	viii expana automatically)					

15.2.06	Use of Different Techniques							
	The trainee shall assess and	explain diff	ferent techniques to use in give	n dispute si	tuations. These sit	uations shall minima	lly include:	
	A. Family disputes				C. Juvenile dispu	te		
	B. Neighbor disputes				D. Loud parties/lo	oud noise		
Reference(s):						Case # (If applicable)	Incident #
	Received Instruction	al Training	How					
	Signature	Date	Competency Demonstration	Date	How Demonstrated?	Signature	Date	Remediated?
FTO:					Field Perform Role Play			Field Perform Role Play
					Written Test			Written Test
Trainee:					☐ Verbal Test			☐ Verbal Test
	mments:							
Additional	Information:							
15.2.06	Part A - Reference Agency I	Policies/Pro	cedures, if applicable (600 cha	racters max	rimum)			□ N/A
15.2.06	Part B - Agency Training De	tails (field v	vill expand automatically)					

Given a scenario or an actual incident involving a dispute, the trainee shall assess and handle the dispute in a safe, efficient, reasonable, and discretionary manner. Reference(s): Case # (If applicable) Incident #	
Reference(s): Received Instruction Competency Demonstrated How Remedial Training How	
Reference(s): Received Instruction Competency Demonstrated How Remedial Training How	
Tiow Tiow	
Signature Date Signature Date Demonstrated? Signature Date Remediat	
FTO:	orm
Trainee: Written Test Written Test Verbal Test Verbal Test Verbal Test	
Comments:	
Additional Information:	
15.2.07 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)	N/A
15.2.07 Part B - Agency Training Details (field will expand automatically)	

15.3	CIVIL DISPUTES							
15.3.01	Agency Policy on Landlo	rd-Tenant Dis	putes					
	The trainee shall review a	and explain th	e agency's policy on handling la	andlord-tena	ant disputes.			
Reference(s	rence(s): Case # (If applicable) Incident #							
	Received Instruction Competency Demonstrated		How	Remedia	l Training	How		
	Signature	Date	Signature	Date	Demonstrated?	Signature	Date	Remediated?
FTO:					Field Perform Role Play			Field Perform Role Play
					Written Test			Written Test
Trainee:					☐ Verbal Test			☐ Verbal Test
Comments:								
Additional	Information:							
15.3.01	Part A - Reference Agence	y Policies/Pr	ocedures, if applicable (600 cho	aracters max	kimum)			☐ N/A
15.3.01	Part B - Agency Training	Details (field	will expand automatically)					

15.3.02	California Law and Agency F	Procedures	Regarding Landlord-Tenant Dis	sputes					
			alifornia law (civil and criminal)	and agency	procedures application	able to situations tha	at arise from landlord	-tenant	
	disputes. These situations sh	nall minima	lly include:						
	A. Evictions				C. Trespasses				
	B. Lockouts D. Confiscation of property								
Reference(s	Case # (If applicable) Reference(s):								
	Received Instruction		Competency Demonstrat	ed	How	Remedia	al Training	How	
	Signature	Date	Signature	Date	Demonstrated?	Signature	Date	Remediated?	
FTO:					Field Perform Role Play			Field Perform Role Play	
					Written Test			Written Test	
Trainee:					☐ Verbal Test			☐ Verbal Test	
Comments:									
	-								
Additional	Information:								
15.3.02	Part A - Reference Agency P	olicies/Pro	cedures, if applicable (600 chai	racters max	imum)			☐ N/A	
15.3.02	Part B - Agency Training Det	tails (field v	vill expand automatically)						
		J.C.G							

15.3.03	Agency Policy on Labor-Management Disputes The trainee shall review and explain the agency's policy on labor-management disputes.							
Reference(s):						Case # (If applicable)	Incident #
	Received Instruction		Competency Demonstrat		How		al Training	How
FTO: Trainee:	Signature	Date	Signature	Date	Demonstrated? Field Perform Role Play Written Test Verbal Test	Signature	Date	Remediated? Field Perform Role Play Written Test Verbal Test
Comments							·	
Additiona	Information:							
15.3.03	Part A - Reference Agency P	olicies/Pro	cedures, if applicable (600 cha	racters max	imum)			□ N/A
15.3.03	Part B - Agency Training Det	ails (field v	vill expand automatically)					

45.0.4			. 5						
15.3.04	Policing Problems During La	_	•						
		ncy policy a	and procedures relative to typic	al policing _l	problems that occu	ır during labor-mana	gement disputes. Th	ese problems	
	shall minimally include:								
	A. Obstruction of ingress o	r egress		1	D. Violence and vandalism				
	B. Blocking of sidewalks ar	nd roadway:	S	E. Trespasses					
	C. Outside agitators	,							
	c. Outside agitators								
Reference(s	:):						Case # (If applicable)	Incident #	
	Received Instruction		Competency Demonstrat	:ed	How	Remedia	l Training	How	
	Signature	Date	Signature	Date	Demonstrated?	Signature	Date	Remediated?	
FTO:					Field Perform			Field Perform	
FIO.					Role Play			Role Play	
Trainee:					Written Test Verbal Test			☐ Written Test☐ Verbal Test	
Camanaanta								verbal rest	
Comments:									
Additional	Information:								
15.3.04	Part A - Reference Agency P	olicies/Pro	cedures, if applicable (600 chai	racters max	rimum)			☐ N/A	
15.3.04	Part B - Agency Training Det	ails (field w	vill expand automatically)						
13:3:04	rares Agency Training Sec	idilə (jicia vi	m expana datematicany,						

15.3.05	Small Claims Court							
	The trainee shall explain the r	ole of the	small claims court relative to c	ivil disputes				
Reference(s	5):						Case # (If applicable)	Incident #
	Received Instruction		Competency Demonstrated		How	Remedia	l Training	How
	Signature	Date	Signature	Date	Demonstrated?	Signature	Date	Remediated?
FTO:					Field Perform Role Play			Field Perform Role Play
					Written Test			Written Test
Trainee:					☐ Verbal Test			☐ Verbal Test
Comments				•		*	<u>.</u>	
Additional	Information:							
15.3.05	Part A - Reference Agency Po	licies/Pro	cedures, if applicable (600 chai	racters max	imum)			□ N/A
	-	-			,			
15.3.05	Part B - Agency Training Deta	ils (field w	vill expand automatically)					

15.3.06	Handling a Civil Dianut							
15.3.06	Handling a Civil Disput Given any situation inv and state law.		spute, the trainee shall	assess and handle th	e situation in a saf	e and effective manr	ner, consistent with a	gency policy
Reference(Case # (If applicable)	Incident #
	Received Instr	uction	Competency I	Demonstrated	How	Remedi	al Training	How
	Signature	Date	Signature	Date	Demonstrated?	Signature	Date	Remediated?
FTO:					Field Perform Role Play			Field Perform Role Play
Trainee:					☐ Written Test☐ Verbal Test			☐ Written Test☐ Verbal Test
comments	omments:							
Additiona	Information:							
15.3.06	15.3.06 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)							□ N/A
15.3.06	Part B - Agency Trainir	ng Details (field	will expand automatica	ally)				

15.4	REPOSSESSIONS								
15.4.01	Rules and Agency Policy Re The trainee shall explain and A. What property is subject	minimally include							
	B. Who may make a repossession D. When a repossession is complete Case # (If applicable)								
Reference(s	5):						Case # (IJ applicabl	e) Incident #	
	Received Instruction	Remedia	Remedial Training						
	Signature	Date	Signature	Date	Demonstrated?	Signature	Date	Remediated? Field Perform	
FTO: Trainee:	Role Play Written Test								
Comments	iments:								
Additional	Information:								
15.4.01	Part A - Reference Agency F	Policies/Pro	cedures, if applicable (600 cha	racters max	imum)			□ N/A	
15.4.01	Part B - Agency Training De	tails (field w	vill expand automatically)						

See next page for Attestation

Part 5 - Section 15: Tactical Communication/Conflict Resolution

ATTESTATION FOR SECTION 15

TO ENTER YOUR ELECTRONIC SIGNATURE:

- Export your file as a PDF. (Go to File > Export > Create PDF/XPS Document)
- Click on "Fill & sign" > Click on "Sign" icon at top of page > Click on "Add signature"
- Click on the "Image" icon > Click "Select image" > Locate your signature file > Click "Apply" to place your signature.
- Enter your full name next to your signature.

YOUR ELECTRONIC SIGNATURES VERIFY that the Field Training Officer (FTO) and Trainee attest to the following:

- 1. The FTO(s) provided all instruction, training, and related feedback/comments to the Trainee in accordance with the agency's training requirements for this portion of the Field Training Program.
- 2. The Trainee demonstrated all competencies required for this portion of the Field Training Program.
- 3. If remedial training was performed, the results were reviewed by the appropriate FTO(s) and accepted by the Trainee.
- 4. The final evaluation of the Trainee's performance for this portion of the Field Training Program were approved by the FTO(s) and accepted by the Trainee.

Primary Field Training Officer:	Print Full Name:
Trainee: X	Print Full Name:

IMPORTANT: After signing the Attestation, the file will be "locked" and **CANNOT BE MODIFIED**. If you need to make changes, both signatures must be removed and re-entered after the final revisions have been made.

To remove the electronic signature: Click on the signature > Click on the trash icon.

How to Complete Part 5 (Sections 1–18)

INSTRUCTIONS TO ADMINISTRATORS

VOLUME 2 OF THE FIELD TRAINING GUIDE CONSISTS OF 18 SECTIONS WHICH MAKE UP PART 5. Each section is provided as a separate file on the POST website (https://www.post.ca.gov/field-training--police-training.aspx). Prior to submitting your FTP Guide to POST for review, you must complete all 18 sections and include them as part of your Guide.

- 1. Set up: Keep an unchanged copy of each section file as a master for reference. Make a copy of the file to use for your agency-specific entries.
- 2. Front cover (optional): To keep a hard copy of Volume 2 for internal use, you can add your agency name and date to the front cover.
- 3. For each section (1–18):
 - a. Open the applicable file and add your agency name and date to the header on page 1. (DO NOT change any other headers or footers or alter any other sections of the file.)
 - b. Below each table:
 - Part A: Enter applicable references from your agency's Policies & Procedure Manual.
 - Part B: Enter your agency's training details.
- 4. **After completing ALL sections (1–18),** you MUST submit the following materials via flash drive, CD, or DVD to POST for review and approval (do not send printed copies):
 - 1) Your completed FTP Guide
 - 2) FTP Approval Checklist (<u>POST Form 2-230</u>)
 NOTE: Guides submitted without this form will NOT be reviewed.
 - 3) Your Department's Policy & Procedure Manual
- 5. MAIL YOUR ELECTRONIC MEDIA TO:

Commission on POST 860 Stillwater Road, Suite 100 West Sacramento, CA 95605 Attn: Basic Training Bureau (BTB)

6. All applicants shall be notified in writing within **30** working days regarding the completeness of the package and application. A decision for approval shall be reached within **45** working days from the date the completed application is received.

See next page for Instructions to Field Training Officers

How to Complete Part 5 (Sections 1–18)

INSTRUCTIONS TO FIELD TRAINING OFFICERS (FTOs)

VOLUME 2 OF THE FIELD TRAINING GUIDE CONSISTS OF 18 SECTIONS WHICH MAKE UP PART 5. Each section has been customized by your agency administrator(s) to include references to policies and procedures and training details to meet your agency's Field Training Program requirements. Each file is provided as a separate file. For each section (1–18), complete all tables for each topic.

- 1. **Set up:** Keep an unchanged copy of each section file as a master for reference. Make a copy of the file to use for your training sessions.
- 2. Tracking your training sessions:
 - a. Upon completing each competency, enter the FTO and trainee names and dates, and how the competency was demonstrated, into the applicable tables.
 - b. Enter any note-worthy comments related to the trainee's performance.
- 3. If trainee requires remedial training:
 - c. Enter the FTO and trainee names and dates, and how the competency was remediated, to show that each competency was completed.
 - d. Enter any additional note-worthy comments related to the trainee's performance.
- 4. **Attestation:** After all competencies have been performed, including any remedial training, the primary FTO and Trainee MUST enter their electronic signatures on the Attestation page (see instructions) to verify that the Trainee has completed this portion of the Field Training Program.

End Section