



Communications Training Outline

Perishable Skills Program

The course will provide the trainee with the minimum topics of Communications Training required in the POST (Peace Officer Standards and Training) Perishable Skills Training Program (PSP). Through the use of the Integrating Communications, Assessment, and Tactics (ICAT) Model, the trainee will develop core competencies such as active listening skills, de-escalation techniques, tactical retreat, and critical thinking/decision making. The course consists of both classroom setting instruction and hands-on/practical skills scenario based training for in-service officers.

COMMUNICATIONS

Minimum Topics/Exercises (Tactical):

1. Tactical Communications – Officer to Officer/Suspect/Citizen/Victim
2. Officer Safety
3. Communications Elements
4. Questioning Techniques
5. Intentional/Unintentional Contact Escalation vs. De-Escalation
6. Inappropriate Language
7. Class Exercises/Student Evaluation/Testing

Minimum Topics/Exercises (Interpersonal):

1. Interpersonal Communications – Officer to Officer/Suspect/Citizen/Victim
2. Communications Elements
3. Listening Skills
4. Dealing with Difficult/Dominating People
5. Persuasion
6. Inappropriate Communication
7. Class Exercises/Student Evaluation/Testing

COURSE OBJECTIVES:

The trainee will:

1. Demonstrate knowledge of Department Use of Force Policy.
2. Demonstrate ability to respond to incidents involving emotionally distressed persons who are unarmed or armed with non-firearm weapons.

Minimum standards of performance shall be evaluated throughout the practical (scenarios) application of the training. If the trainee does not meet minimum standards, as established by the presenter, remediation will be provided until the standard is met.