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Keeping people safe

Operational Safety: Tactical Communications

Aim

Describe the theories and principles of Tactical Communications in relation to Operational Safety



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Learning Outcomes

- Explain the principles of Tactical Communications
- Describe the 5 step positive style of Tactical Communications
- Describe compliance and signals of submission
- Identify when Tactical Communications may fail
- Describe the principles the Assault Cycle and Attitude Cycle
- Identify the factors affecting communications
- Explain effective communication



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Tactical Communications

Definition:

The use of communication skills with the purpose of achieving control and/or gaining a tactical advantage

Communication is a interaction between two or more people, with all participants having an active role in the process

Components of Tactical Communications

Communication skills are the most important skills that an officer/staff can possess

- **80%** information is taken in through the **eyes**

NEVER underestimate the visual impact of your appearance and body language

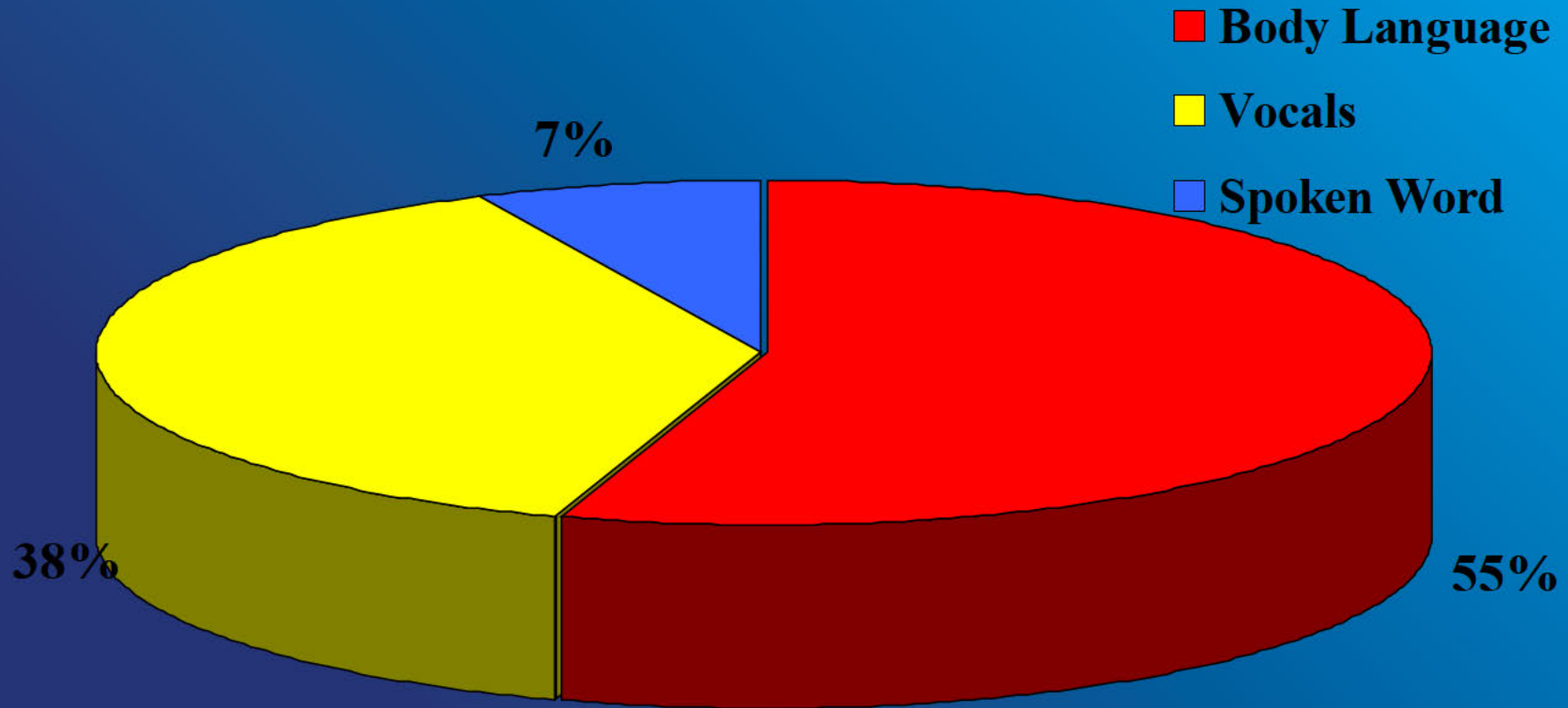
- **20%** information is taken in through the **ears**

WORDS - INTONATION - VOLUME



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Components of Communication



Types of Non-verbal Communication

- Facial Expression
- Gestures
- Body Language and Posture
- Eye Gaze
- Appearance



Active Listening

A system of opening and maintaining communications through the use of empathy, listening and body language

Pay more attention to the subjects point of view and less to your own.

Active listening is a system for taking in the subject's spoken words, and is a basic conflict resolution skill. Officers/staff should:

- Be open and receptive
- Hear all of what is said
- Interpret what is said
- Act on what is said



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Active Listening: Simple Guide

- Don't ignore or deny the subject's feelings
- Don't pretend you have understood. If you haven't seek further information
- Don't talk about your personal views
- Do acknowledge their point of view; This doesn't mean you agree; only that you understand why they are angry or upset



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Communication Tools

Listen

Active Listening

Empathise

Shows understanding

Ask

If you need more information

Paraphrase

In your own words

Summarise

Condense the facts



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The 5 step 'Positive Style' of Tactical Communications

1. Ethical appeal
2. Reasonable appeal and explain
3. Personal appeal and options
4. Practical appeal and confirmation
5. Action



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Attitude Cycle

Conflicts can be escalated purely by an officer's/staff's response to a subject's behaviours

A throw away remark may greatly increase the risk of physical violence



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Signals of Submission

- Relaxation of muscles, loss of resistance
- Signs of exhaustion, sweating, out of breath
- Falling onto knees

This may not be the case in all situations. Fear can also cause a physical response and should not be presumed to be resistance



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Five occasions when Tactical Communications may fail

- Security
- Attack
- Flight
- Excessive Repetition
- Revised Priorities

Assault Cycle

Normality

Triggering
Phase

Escalation
Phase

Crisis Phase

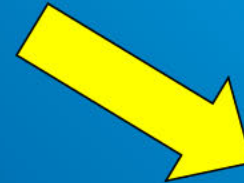
Phase

Recovery

Post Crisis
Depression
Phase



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Factors affecting communications

- Alcohol and drugs
- Disability
- Environment
- Selective perception
- Cross-Cultural Communication



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Effective Communication

The most important skills for becoming an effective communicator are:

- The ability to understand the situation, the message, the listener, and the quality of the communication
- The ability to frame a message clearly, concisely, and directly
- The ability to ask or tell someone to do something without evoking negative emotions on either side
- The capacity to listen actively
- The ability to be attentive and observant
- The confidence to be sure of the message and convincing in relaying it



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