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| Agency: | Part 5. POST Field Training Model |
| Field Training Program Manual– Volume 2 | Date: |

section 15

Tactical Communication/Conflict Resolution

15.1 – 15.4 Competency Requirements

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| Contents |
| 15.1 Tactical Communications  15.2 Handling Disputes (General)  15.3 Civil Disputes  15.4 Repossessions  List of Subtopics  Attestation  Instructions to Administrators  Instructions 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) POST-approved Field Training Application ([Form 2-229](https://post.ca.gov/portals/0/post_docs/publications/2-229.pdf))

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

###### 15.2 HANDLING DISPUTES (GENERAL)

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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

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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

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| SECTION 15 | | TACTICAL COMMUNICATION/CONFLICT RESOLUTION | | | |
| Check one ONLY:  Phase 1  Phase 2  Phase 3  Phase 4  Phase 5 | | | | |  |
| Trainee |  | | FTO |  |

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| 15.1 TACTICAL COMMUNICATION | | | | | | | | | | |
| 15.1.01 Verbal and Nonverbal Cues | | | | | | | | | | |
|  | The trainee shall discuss how tactical communication involves both professional demeanor and words (verbal and nonverbal cues). | | | | | | | | | |
| Reference(s): | |  | | | | | | Case # *(If applicable)* | | Incident # |
|  | Received Instruction | | | Competency Demonstrated | | How  Demonstrated? | Remedial Training | | | How  Remediated? |
|  | Signature | | Date | Signature | Date | Signature | | Date |
| FTO: |  | |  |  |  | Field Perform  Role Play  Written Test  Verbal Test |  | |  | Field Perform  Role Play  Written Test  Verbal Test |
| Trainee: |  | |  |  |  |  | |  |
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| 15.1.01 Part A - Reference Agency Policies/Procedures, if applicable *(600 characters maximum)*  N/A | |
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| 15.1.02 Benefits of Tactical Communication | | | | | | | | | | | |
|  | The trainee shall identify and explain the benefits of tactical communication, including: | | | | | | | | | | |
|  | 1. Enhanced safety (reduced likelihood of physical confrontation and injury) | | | | | 1. Enhanced professionalism (decreased citizen complaints, personal and professional stress, and civil liability) | | | | | |
| Reference(s): | |  | | | | | | | Case # *(If applicable)* | | Incident # |
|  | Received Instruction | | | Competency Demonstrated | | | How  Demonstrated? | Remedial Training | | | How  Remediated? |
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| 15.1.03 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(s): | |  | | | | | | Case # *(If applicable)* | | Incident # |
|  | Received Instruction | | | Competency Demonstrated | | How  Demonstrated? | Remedial Training | | | How  Remediated? |
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| Trainee: |  | |  |  |  |  | |  |
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| 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: | | | | | | | | | | |
|  | 1. “I appreciate that, but I need to see your driver’s license, vehicle registration, and proof of insurance.” | | | | | 1. “I understand that, but I need you to move your vehicle.” | | | | | |
| Reference(s): | |  | | | | | | | Case # *(If applicable)* | | Incident # |
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| 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: | | | | | | | | | | |
|  | 1. **Ask** (Ethical Appeal) – The subject is given an opportunity to voluntarily comply by simply being asked to comply 2. **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. 3. **Present Options** (Personal Appeal) – Explain possible options | | | | | 1. **Confirm** (Practice Appeal) – Provides one last opportunity for voluntary compliance. For example,  “Is there anything I can say to gain your cooperation at this time?” 2. **Act** (Take appropriate action) | | | | | |
| Reference(s): | |  | | | | | | | Case # *(If applicable)* | | Incident # |
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| 15.2 HANDLING DISPUTES (GENERAL) | | | | | | | | | | | |
| 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: | | | | | | | | | | |
|  | 1. Remaining impartial 2. Preserving the peace 3. Determining whether or not a crime has been committed 4. Conducting an investigation if a crime has been committed. 5. Providing safety to individuals and property | | | | | 1. Suggesting solutions to the problem 2. Offering appropriate referrals 3. Considering arrest as a reasonable alternative if a crime has been committed | | | | | |
| Reference(s): | |  | | | | | | | Case # *(If applicable)* | | Incident # |
|  | Received Instruction | | | Competency Demonstrated | | | How  Demonstrated? | Remedial Training | | | How  Remediated? |
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| 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: | | | | | | | | | | |
|  | 1. Public health 2. Alcohol problems 3. Family counseling and child guidance 4. Drug problems | | | | | 1. Humane Society/Society for the Prevention of Cruelty to Animals (SPCA) 2. Any additional city/county agencies or organizations | | | | | |
| Reference(s): | |  | | | | | | | Case # *(If applicable)* | | Incident # |
|  | Received Instruction | | | Competency Demonstrated | | | How  Demonstrated? | Remedial Training | | | How  Remediated? |
|  | Signature | | Date | Signature | Date | | Signature | | Date |
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| 15.2.02 Part A - Reference Agency Policies/Procedures, if applicable *(600 characters maximum)*  N/A | |
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| 15.2.03 Inherent Dangers to Officers | | | | | | | | | | |
|  | The trainee shall explain the inherent dangers to officers who enter the home of a family (or other occupants) involved in a dispute. | | | | | | | | | |
| Reference(s): | |  | | | | | | Case # *(If applicable)* | | Incident # |
|  | Received Instruction | | | Competency Demonstrated | | How  Demonstrated? | Remedial Training | | | How  Remediated? |
|  | Signature | | Date | Signature | Date | Signature | | Date |
| FTO: |  | |  |  |  | Field Perform  Role Play  Written Test  Verbal Test |  | |  | Field Perform  Role Play  Written Test  Verbal Test |
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| 15.2.04 Separating Parties in a Dispute | | | | | | | | | | |
|  | The trainee shall explain the advantages and disadvantages of separating parties in a dispute and gathering information from them individually. | | | | | | | | | |
| Reference(s): | |  | | | | | | Case # *(If applicable)* | | Incident # |
|  | Received Instruction | | | Competency Demonstrated | | How  Demonstrated? | Remedial Training | | | How  Remediated? |
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| 15.2.04 Part A - Reference Agency Policies/Procedures, if applicable *(600 characters maximum)*  N/A | |
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| 15.2.05 Private Person Arrest Procedures | | | | | | | | | | |
|  | The trainee shall explain private person arrest procedures at disputes. | | | | | | | | | |
| Reference(s): | |  | | | | | | Case # *(If applicable)* | | Incident # |
|  | Received Instruction | | | Competency Demonstrated | | How  Demonstrated? | Remedial Training | | | How  Remediated? |
|  | Signature | | Date | Signature | Date | Signature | | Date |
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| Trainee: |  | |  |  |  |  | |  |
| Comments: | | | | | | | | | | |

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| 15.2.05 Part A - Reference Agency Policies/Procedures, if applicable *(600 characters maximum)*  N/A | |
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| 15.2.06 Use of Different Techniques | | | | | | | | | | | |
|  | The trainee shall assess and explain different techniques to use in given dispute situations. These situations shall minimally include: | | | | | | | | | | |
|  | 1. Family disputes 2. Neighbor disputes | | | | | 1. Juvenile dispute 2. Loud parties/loud noise | | | | | |
| Reference(s): | |  | | | | | | | Case # *(If applicable)* | | Incident # |
|  | Received Instruction | | | Competency Demonstrated | | | How  Demonstrated? | Remedial Training | | | How  Remediated? |
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| Trainee: |  | |  |  |  | |  | |  |
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| 15.2.06 Part A - Reference Agency Policies/Procedures, if applicable *(600 characters maximum)*  N/A | |
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| 15.2.06 Part B - Agency Training Details *(field will expand automatically)* | |
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| 15.2.07 Handling a Dispute Situation | | | | | | | | | | |
|  | 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 # |
|  | Received Instruction | | | Competency Demonstrated | | How  Demonstrated? | Remedial Training | | | How  Remediated? |
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| 15.2.07 Part A - Reference Agency Policies/Procedures, if applicable *(600 characters maximum)*  N/A | |
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| 15.3 CIVIL DISPUTES | | | | | | | | | | |
| 15.3.01 Agency Policy on Landlord-Tenant Disputes | | | | | | | | | | |
|  | The trainee shall review and explain the agency’s policy on handling landlord-tenant disputes. | | | | | | | | | |
| Reference(s): | |  | | | | | | Case # *(If applicable)* | | Incident # |
|  | Received Instruction | | | Competency Demonstrated | | How  Demonstrated? | Remedial Training | | | How  Remediated? |
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| 15.3.01 Part A - Reference Agency Policies/Procedures, if applicable *(600 characters maximum)*  N/A | |
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| 15.3.02 California Law and Agency Procedures Regarding Landlord-Tenant Disputes | | | | | | | | | | | |
|  | The trainee shall identify and explain California law (civil and criminal) and agency procedures applicable to situations that arise from landlord-tenant disputes. These situations shall minimally include: | | | | | | | | | | |
|  | 1. Evictions 2. Lockouts | | | | | 1. Trespasses 2. Confiscation of property | | | | | |
| Reference(s): | |  | | | | | | | Case # *(If applicable)* | | Incident # |
|  | Received Instruction | | | Competency Demonstrated | | | How  Demonstrated? | Remedial Training | | | How  Remediated? |
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| 15.3.02 Part A - Reference Agency Policies/Procedures, if applicable *(600 characters maximum)*  N/A | |
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| 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 Demonstrated | | How  Demonstrated? | Remedial Training | | | How  Remediated? |
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| 15.3.04 Policing Problems During Labor-Management Disputes | | | | | | | | | | | |
|  | The trainee shall explain agency policy and procedures relative to typical policing problems that occur during labor-management disputes. These problems shall minimally include: | | | | | | | | | | |
|  | 1. Obstruction of ingress or egress 2. Blocking of sidewalks and roadways 3. Outside agitators | | | | | 1. Violence and vandalism 2. Trespasses | | | | | |
| Reference(s): | |  | | | | | | | Case # *(If applicable)* | | Incident # |
|  | Received Instruction | | | Competency Demonstrated | | | How  Demonstrated? | Remedial Training | | | How  Remediated? |
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| 15.3.05 Small Claims Court | | | | | | | | | | |
|  | The trainee shall explain the role of the small claims court relative to civil disputes. | | | | | | | | | |
| Reference(s): | |  | | | | | | Case # *(If applicable)* | | Incident # |
|  | Received Instruction | | | Competency Demonstrated | | How  Demonstrated? | Remedial Training | | | How  Remediated? |
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| 15.3.06 Handling a Civil Dispute | | | | | | | | | | |
|  | Given any situation involving a civil dispute, the trainee shall assess and handle the situation in a safe and effective manner, consistent with agency policy and state law. | | | | | | | | | |
| Reference(s): | |  | | | | | | Case # *(If applicable)* | | Incident # |
|  | Received Instruction | | | Competency Demonstrated | | How  Demonstrated? | Remedial Training | | | How  Remediated? |
|  | Signature | | Date | Signature | Date | Signature | | Date |
| FTO: |  | |  |  |  | Field Perform  Role Play  Written Test  Verbal Test |  | |  | Field Perform  Role Play  Written Test  Verbal Test |
| Trainee: |  | |  |  |  |  | |  |
| Comments: | | | | | | | | | | |

Additional Information:

|  |  |
| --- | --- |
| 15.3.06 Part A - Reference Agency Policies/Procedures, if applicable *(600 characters maximum)*  N/A | |
|  |  |

|  |  |
| --- | --- |
| 15.3.06 Part B - Agency Training Details *(field will expand automatically)* | |
|  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 15.4 REPOSSESSIONS | | | | | | | | | | | |
| 15.4.01 Rules and Agency Policy Regarding Repossessions | | | | | | | | | | | |
|  | The trainee shall explain and discuss the general rules and agency policies regarding property repossessions. These shall minimally include: | | | | | | | | | | |
|  | 1. What property is subject to repossession 2. Who may make a repossession | | | | | 1. To what lengths a repossessor may go 2. When a repossession is complete | | | | | |
| Reference(s): | |  | | | | | | | Case # *(If applicable)* | | Incident # |
|  | Received Instruction | | | Competency Demonstrated | | | How  Demonstrated? | Remedial Training | | | How  Remediated? |
|  | Signature | | Date | Signature | Date | | Signature | | Date |
| FTO: |  | |  |  |  | | Field Perform  Role Play  Written Test  Verbal Test |  | |  | Field Perform  Role Play  Written Test  Verbal Test |
| Trainee: |  | |  |  |  | |  | |  |
| Comments: | | | | | | | | | | | |

Additional Information:

|  |  |
| --- | --- |
| 15.4.01 Part A - Reference Agency Policies/Procedures, if applicable *(600 characters maximum)*  N/A | |
|  |  |

|  |  |
| --- | --- |
| 15.4.01 Part B - Agency Training Details *(field will 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: 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.

**See the following pages for Instructions for Administrators and FTOs**

**How to Complete Volume II (Sections 1–18)**

INSTRUCTIONS FOR ADMINISTRATORS

**Volume II of the Field Training Manual consists of 18 Sections.** Each Section is provided as a separate file on the POST website. Prior to submitting your FTP Manual to POST for review, you must complete all 18 Sections and include them as part of your Manual.

1. ***Set up:*** Keep a Master copy of each Section file for reference. Make a copy of the file to use for agency-specific entries.
2. ***For each Section (1–18):***
   1. Open the applicable file and add agency name and date (M/Y) at the top of page 1. (Do NOT alter any other portions of the file, with the exclusion of Parts A and B.)
   2. For each subsection, complete Parts A and B.:
      * *Part A:* Input relevant policy references from Department Policy Manual (ex. Sacramento SD Policy: Use of Force).
      * *Part B:* Input agency training details.
3. ***After completing ALL sections (1–18),*** you are required to submit the following materials via email to POST for review and approval (do NOT send printed copies):
   * 1. **Volume I and Volume II (Sections 1-18)**
     2. **POST** [**2-229**](https://post.ca.gov/portals/0/post_docs/publications/2-229.pdf) **Form (scanned copy of signed original)**
     3. **Department Policy Manual**
4. Mail your POST 2-229 Form to:

**Commission on POST**

***Field Training***

**860 Stillwater Road, Suite 100**

**West Sacramento, CA 95605**

**See next page for Instructions for Field Training Officers**

**How to Complete Volume II (Sections 1–18)**

INSTRUCTIONS TO FIELD TRAINING OFFICERS (FTOs)

**Volume II of the Field Training Manual consists of 18 Sections.** 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:***
   1. Upon completing each competency, enter the FTO and trainee names and dates, and how the competency was demonstrated, into the applicable tables.
   2. Enter any note-worthy comments related to the trainee’s performance.
3. ***If trainee requires remedial training:***
   1. Enter the FTO and trainee names and dates, and how the competency was remediated, to show that each competency was completed.
   2. 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**