SECTION 15

Tactical Communication/Conflict Resolution

15.1 – 15.4 COMPETENCY REQUIREMENTS

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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) 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.

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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 _____

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:								

Comments:

Additional Information:

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

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

15.1.02 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		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:

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

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

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?**	
	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:

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

15.1.03 Part B - Agency Training 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:

A. "I appreciate that, but I need to see your driver's license, vehicle registration, and proof of insurance."

B. "I understand that, but I need you to move your vehicle."

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:

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

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

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 voluntary compliance. For example,
"Is there anything I can say to gain your cooperation at this time?"

E. **Act** (Take appropriate action)

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:

Additional Information:

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

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

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:

A. Remaining impartial
B. Preserving the peace
C. Determining whether or not a crime has been committed
D. Conducting an investigation if a crime has been committed.
E. Providing safety to individuals and property
F. Suggesting solutions to the problem
G. Offering appropriate referrals
H. 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?
	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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Comments:

Additional Information:

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

15.2.01 Part B - Agency Training Details *(field will 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
B. Alcohol problems
C. Family counseling and child guidance
D. Drug problems
E. Humane Society/Society for the Prevention of Cruelty to Animals (SPCA)
F. 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	
FTO:					☐ Field Perform ☐ Role Play ☐ Written Test ☐ Verbal Test			☐ Field Perform ☐ Role Play ☐ Written Test ☐ Verbal Test
Trainee:								

Comments:

Additional Information:

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

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

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
Trainee:								

Comments:

Additional Information:

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

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

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?
	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:

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

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

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	
FTO:					☐ Field Perform ☐ Role Play ☐ Written Test ☐ Verbal Test			☐ Field Perform ☐ Role Play ☐ Written Test ☐ Verbal Test
Trainee:								

Comments:

Additional Information:

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

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

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:

A. Family disputes
B. Neighbor disputes
C. Juvenile dispute
D. Loud parties/loud noise

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:

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

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

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?
	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:

15.2.07 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 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?
	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:

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

Refer to the Butte County Sheriff's Office policy: Civil Disputes.

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

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:

A. Evictions
B. Lockouts
C. Trespasses
D. Confiscation of property

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:

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

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

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?
	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:

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

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

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:

A. Obstruction of ingress or egress
B. Blocking of sidewalks and roadways
C. Outside agitators
D. Violence and vandalism
E. Trespasses

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:

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

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

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?
	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:

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

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

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:

A. What property is subject to repossession
B. Who may make a repossession
C. To what lengths a repossessor may go
D. 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: X_____ 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.

See the following pages for Instructions to Administrators and FTOs

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** (POST Form 2-230)
      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