

"THE MOST IMPORTANT SIX INCHES ON THE BATTLEFIELD IS BETWEEN YOUR EARS."

GEN. JAMES MATTIS, USMC

COMMUNICATION STRATEGIES FOR CONFLICT

ACHIEVING VICTORY THROUGH A SUPERIOR MINDSET

The ability to communicate effectively, especially in critical or stressful incidents, is essential to a police officer, dispatcher, or anyone in public service. Today's law enforcement professionals are under constant scrutiny through easily shared personal video and a worldwide social media audience. Losing your cool, making the wrong statement, or simply having your legitimate words and actions taken out of context can dramatically impact the reputation of the officer and their department.

"I left the class with skills I could immediately put to use."

De-escalation is a often misunderstood term, and it does not work when both sides are "escalated." Using the science & research underlying human behavior & communication, this course will help the learner develop skills to reduce the impact of their emotions in stressful encounters by reducing the ego's role in conflict. These skills can then be used to form strategies to achieve positive outcomes by understanding and effectively communicating with difficult or hostile citizens.

TRAINING IMPACT

- 88%** have been successful in using the principles of human emotions to reduce incidents of force or conflict
- 93%** are better able to mitigate stress to improve their decision-making during conflict.
- 86%** have found themselves reconsidering actions that would over-extend their legal or tactical position.
- 83%** have used the principles of this course to effectively deal with one or more force (or potential force) incidents.
- 96%** found their use of a more flexible communication style has produced positive results in their duties.

Cumulative results to date (March 18, 2021) of course content evaluation taken 60 days after training is complete and learners can implement course information.

THIS 16 HR, POST-CERTIFIED COURSE INCLUDES:

- Tactics & strategies to increase communication effectiveness.
- The nature of conflict and how to control stress response.
- How emotions affect judgment and how to use this as an advantage.
- Video recording officers: legal issues & officer response strategies.
- Strategies to remove ego from police/citizen encounters.
- What constitutes "Victory" in a police encounter, and the importance of accurate goal identification.
- How human physiology limits "de-escalation" and how to work within these limits for success.
- The value of empathy & emotion in developing a response strategy.

THE INSTRUCTOR

Dr. Glen A. Haas is a 31 yr veteran and retired Police Commander from Southern California. With an extensive background in training development, adult learning, and consulting in many areas of LE, Dr. Haas fuses the realities of police work with the science underlying human behavior. Never desk bound, he worked the streets for 20 years before promoting, and he knows the challenges of dealing with conflict. He has appeared at regional and national events and is a nationally recognized expert in use of force, training, and police procedures. Dr. Haas holds a doctorate in Public Administration with emphasis in Organizational Behavior, an MS in Education, MA in Strategic Communication, and a BS in Workforce Education.

REMEMBER: CALIFORNIA AB392

"...require peace officers to attempt to control an incident by using time, distance, communications, and available resources in an effort to deescalate a situation whenever it is safe and reasonable to do so." AB392 signed into law by CA Gov. Gavin Newsome, August 2019..

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