

**Event 4 – Traffic Enforcement
Session 8 – Communication Skills
LD 3 Policing in the Community**

Date Revised: 10/08/2019

Course Goal: To provide the students with the basic knowledge of their role in the community is to work in partnership with community members to resolve and reduce problems for the benefit of those who live and work there. To understand that community partnerships provide opportunities to effect greater change than could be accomplished by any one group alone. They will recognize that effective problem solving is a process that identifies and addresses the underlying conditions of crime and disorder in the community.

Learning Objectives:

- Discuss the communication techniques that can be used for obtaining voluntary compliance **[3.2J]**
- Discuss the application of Procedural Justice to the law enforcement mission **[3.4E]**
- Demonstrate the process for conducting a vehicle stop driver contact, to include: **[22.2G]** Greeting **[22.2.G1]**, Identifying self and department **[22.2G2]**, Requesting driver's license, registration, proof of insurance **[22.2G3]**, Explaining the reason for the stop **[22.2G4]**, Making a decision to warn, cite or arrest **[22.2G5]**, Closing, appropriate to decision **[22.2G6]**

Session Time: 1.0 hours

<p>Resources:</p> <ul style="list-style-type: none"> • Classroom with tables • Whiteboard and Dry Erase • Handouts: 8-Steps to Generate Voluntary Compliance • The 5-Step Process for Voluntary Compliance • FI's • Field Officer's Notebook • Body Worn Video Camera 	
<ul style="list-style-type: none"> • Session Summary: The recruit officer will participate in scenario to demonstrate their ability to communicate safely and effectively during role play or a traffic stop utilizing the 8 Step process and only when necessary transitioning into the 5-Step. 	
Outline	Instructor Notes
<p>I. Communication Skills for Traffic Stops</p> <p>A. Introduction to Tactical Communication</p> <ol style="list-style-type: none"> 1. One of the most prevalent actions engaged in by police officers in the community is stopping vehicles in traffic. Officers stop moving and stopped vehicles on public and private streets for a variety of reasons. 2. Police officers must exercise appropriate officer safety measures while at the same time recognizing 	<p>Class discussion and review of Procedural Justice)</p>

**Event 4 – Traffic Enforcement
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most persons they stop are generally law abiding and supportive of law enforcement.

3. For most people, their only contact with law enforcement will occur during a vehicle pullover.
4. For this reason, patrol officers should strive to be courteous and professional during a vehicle stop (Procedural Justice), while at the same time never letting their guard down.
5. Officer should make the approach in a tactically safe and business-like manner, while also employing effective verbal communication techniques.
6. Keep in mind the attitude of the officer can affect the reaction of the driver and the outcome of the vehicle stop (Procedural Justice and Police Legitimacy). Flexibility and courtesy are important in contacting the vehicle occupants. **[3.4E]**

B. Facilitated Discussion: Tactical Communication

1. You are now familiar with basic communication skills; verbal language and non-verbal communication skills, the sender and receiver of the message, active listening skills, barriers to effective communication, cross cultural communication etc.
2. These communication skills are tools used to assist officers in obtaining voluntary compliance and reducing the likelihood of physical confrontation and when conducting traffic stops (Procedural Justice).
 - a. Ask: What are the types of information that you think the traffic violator would like to know when you stop them?
 - 1) Expected responses: (Procedural Justice- Explaining your actions)
 - a) The reason for the stop
 - b) What's going to happen to them: Cite? Warn?
 - b. Ask: What would you like to know if you were stopped by law enforcement?
 - 1) Expected responses:
 - a) The reason for the stop
 - b) What's going to happen to me: A Citation? A Warning?
 3. You have learned in initial police science lessons (problem solving model, CAPRA) that a systematic

How do we apply the 4-tenets of Procedural Justice to a Traffic Stop?

What is our "mission" as Law Enforcement and the application of Procedural Justice?

Revisit "Introduction to Procedural justice"

Ask: What are the types of information that you think the traffic violator would like to know when you stop them?

**Event 4 – Traffic Enforcement
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approach versus and unsystematic approach provides better results.

4. During victimology you learned the term procedural justice. Procedural justice, mandates that officers remain neutral in their decision making. Officers shall always treat people with respect while explaining their actions during client's contacts especially during vehicle pullovers.
5. LAPD uses the 8-Step for all traffic stops **[3.2J]** (systematic)
 - a. Consistent
 - b. Systematic
 - c. Inclusive
 - d. Assures you cover all information
 - e. Clear beginning and end to contact
 - f. Professional
6. Demonstrate the process for conducting a vehicle stop driver contact, to include: **[22.2G]** Greeting **[22.2G1]**, Identifying self and department **[22.2G2]**, Requesting driver's license, registration, proof of insurance **[22.2G3]**, Explaining the reason for the stop **[22.2G4]**, Making a decision to warn, cite or arrest **[22.2G5]**, Closing, appropriate to decision **[22.2.G6]**
 - a. **Distribute:** 8-Step for Voluntary Compliance handout
 - 1) Greeting
 - a) Greet the person respectfully
 - b) Allow the situation to begin positively
 - c) It breaks the ice
 - 2) Identifying self and department
 - a) Clearly identify themselves and their agency/police department.
 - (1) Ask: Why is it important to identify your department?
 - b) It establishes command presence
 - c) It personalizes the contact (Procedural Justice)
 - 3) Explaining the reason for the stop
 - a) It provides the motivation for the person to listen to officer
 - b) Usually you say the first three steps without pausing

Ask: What would you like to know if you were stopped by law enforcement?

For this session go over the steps as a group. Advised to have it memorized by next session

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| <ul style="list-style-type: none">4) Ask if there is any legal justification for the for the violation (Allows opportunity for the violator to vent)<ul style="list-style-type: none">a) Ask without bias tone (Procedural Justice)b) Offer the person the opportunity to explain their justification (Procedural Justice)5) Requesting driver's license, registration, proof of insurance<ul style="list-style-type: none">a) Ask for location of driver's license, registration and insurance, etc.<ul style="list-style-type: none">(1) "Without reaching for it, where do you keep your driver's license?"(2) "Without reaching for it where you keep your vehicle registration and proof of insurance?"(3) This allows the driver (contact) officer to first advise their partner (cover) officer where the violator will be reaching.<ul style="list-style-type: none">(a) "Partner visor, glove box, side door, rear/front pocket, purse, backpack or briefcase etc."b) If needed illuminate the area where the violator will be reaching to retrieve their information with your flashlightc) Do not allow the violator to reach into a location where neither the driver nor the passenger officer can see their hands. In these cases, consider removing the violator before letting them do so.d) Have violator hand items requested to officer outside of vehiclee) Allow adequate time for the person to comply (Procedural Justice)f) Verify with the violator that the information on the driver's license/identification presented to officer is accurate.<ul style="list-style-type: none">(1) Photograph matches(2) Current address is on violator driver's license and vehicle registrationg) Be sure to carry items in non-primary hand.6) Return to black & white passenger door | |
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**Event 4 – Traffic Enforcement
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| <ul style="list-style-type: none">a) Driver can walk around police vehicle to passenger doorb) Driver officer can walk between the black & white and the violator's vehicle if violator's vehicle is turned off7) Check violator for wants/warrants and check license for validity and verify validity of registration and insurance.<ul style="list-style-type: none">a) Can be done by radio or Mobile Data Computerb) The citation should be completed while standing behind the vehicle door using the door for cover or other nearby coverc) Officers should avoid completing the citation while seated inside the Black and White.8) Making the decision to cite, warn or arrest<ul style="list-style-type: none">a) Approach violator's vehicle by walking around B/W or between Black and White and violator's vehicle.b) Advise the violator of your decision (STEP 7) (Procedural Justice)<ul style="list-style-type: none">(1) To issue a warning(2) To issue a citation(3) To make an arrestc) Have the violator sign the ticket and verify signature written on the ticket<ul style="list-style-type: none">(1) Avoid giving the violator the citation book to sign(2) Have violator sign ticket while officer is holding the citation book(3) Verify that the violators signature match with their drivers' license.(4) Give back drivers' license, etc., and copy of the ticket to violator9) Closing appropriate to decision (Procedural Justice)<ul style="list-style-type: none">a) Harmonize and be authentic with decisionb) Rather than saying, "Have a nice day."c) Instead try, "Thank you for your cooperation" and or "Drive safely."d) Use closing remarks that are compatible with the action taken | |
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| <ol style="list-style-type: none">10) Return to the Black and White and assume a cover position behind their door, enter Black and White (B/W)11) Wave passenger officer back to the vehicle12) When passenger officer is in a cover position behind their door, enter B/W13) Try not to follow violator when they pull away from your vehicle<ol style="list-style-type: none">a) Either allow them to leaveb) Turn onto different street (safely U-Turn)c) Ask the recruits to compare the methods of approach. | |
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