

**Event 4 – Traffic Enforcement
 Session 9 – Traffic Stops/Communication
 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:

- Recognize the potential effects of negative nonverbal signals **[3.2H]**
- Give examples of effective communication techniques for: active listening **[3.2I1]** establishing effective lines of communication **[3.2I2]**, overcoming barriers to communication **[3.2I3]**
- Discuss the communication techniques that can be used for obtaining voluntary compliance **[3.2J]**

Session 9 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.</p> <p style="padding-left: 40px;">a. The communication process for conduction a vehicle stop allows officers to</p> <ol style="list-style-type: none"> 1) Remain consistently courteous (Procedural Justice) 2) Sound Professional (Procedural Justice) 3) Center their command presence 4) Deflect resistance, and 5) Enhance personal safety by allowing time to quickly scan the interior of the vehicle. <p style="padding-left: 40px;">b. Using this process for vehicle stops provides a self-disciplined pattern. It ensures that officers</p>	

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always handle contacts in a consistent manner, regardless of distractions.

B. Communicating in Difficult Situations [3.211-3]

1. Knowing that our main objective in a traffic stop is to generate voluntary compliance by using appropriate tactical communication, without resorting to physical force (Procedural Justice).
2. We are going to discuss how to communicate in difficult situations
 - a. When do you think that you may encounter a person who is not cooperative with the police?
 - 1) Expected responses:
 - a) Family disputes
 - b) Traffic stops
 - c) Parties
 - d) Crime scenes
 - e) Pedestrian stops
 - b. How would you handle a driver who is upset about being pulled over and stopped by the police?
 - 1) Expected responses:
 - a) Let them vent (Procedural Justice)
 - b) Give them an explanation for the stop (Procedural Justice)
 - c) Handcuff the individual until they calm down
 - d) Not sure
 - c. What some reasons that a person may be uncooperative with the police?
 - 1) Expected responses:
 - a) Previous negative encounters
 - b) Miscommunication
 - c) Misunderstanding
 - d) Language barriers
 - e) Cultural Differences
 - f) Alcohol or drugs
 - d. What are some reasons that a person may be uncooperative with the police on a traffic stop?
 - 1) Expected responses:
 - a) Previous negative vehicle stops encounters
 - b) Financial difficulty

Ask: When do you think that you may encounter a person who is not cooperative with the police?

Ask: How would you handle a driver who is upset about being pulled over and stopped by the police?

Ask: What some reasons that a person may be uncooperative with the police?

Ask: What are some reasons that a person may be uncooperative with the police on a traffic stop?

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<ul style="list-style-type: none">c) Distraction from other criminal activity (i.e. warrants, no drivers' license, unregistered vehicle, etc.)d) Feelings of being harassed by policee) Running latef) May lose driving privileges, license, vehicle or job <p>e. How do you know when someone is being uncooperative or if there are other reasons for communication failure, what will you see or hear?</p> <p>f. How do you think what you have learned so far can assist you in dealing with a difficult person?</p> <ul style="list-style-type: none">1) Expected responses:<ul style="list-style-type: none">a) Training Triangle?<ul style="list-style-type: none">(1) Three parts for ideal officerb) Transition from civilian to sworn?<ul style="list-style-type: none">(1) What type of officer do you want to be?c) Mission, Vision Values?<ul style="list-style-type: none">(1) Respect for People(2) Service to our Communityd) CAPRA Problem Solving model?<ul style="list-style-type: none">(1) Clients(2) Partnershipse) Effective Communication?<ul style="list-style-type: none">(1) Sender(2) Receiver(3) Message(4) Circumstances(5) Active Listeningf) Procedural Justice<ul style="list-style-type: none">(1) Allowing clients to vent and ask questions(2) Remaining neutral, be an active listener(3) Explaining your actions and answer questions(4) Treating people with respect and dignity <p>3. Why is it called the "five steps"?</p> <ul style="list-style-type: none">1) Because there are 5 steps in this systematic approach. However, depending on the	<p>Ask: How do you know when someone is being uncooperative or if there are other reasons for communication failure, what will you see or hear?</p> <p>Ask: How do you think what you have learned so far can assist you in dealing with a difficult person?</p>
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<p>subject's actions and/or responses you only make it through step 1 and 2.</p> <ol style="list-style-type: none">a) For instance – suspect may come at you in an aggressive manner, in which case you would discontinue this process and apply the proper defensive tactics.b) Or suspect may simply comply with your ethical appeal and you may not need steps 4- <p>4. Discuss and re-enforce the communication techniques (five-step process) that can be used for obtaining voluntary compliance [3.2J]</p> <ol style="list-style-type: none">a. 5-Step Process handout (Procedural Justice)<ol style="list-style-type: none">1) ASK (Ethical Appeal)<ol style="list-style-type: none">a) Give the subject an opportunity to voluntarily complyb) Voicec) Neutralityd) Respecte) Trustworthinessf) Example:<ol style="list-style-type: none">(1) A man is creating a disturbance in a bar, has been asked to leave by the bartender but refuses to do so and the police are summoned. When the officers arrive, they simply ask the subject, "Will you please leave?"2) SET CONTEXT (Reasonable Appeal) (Procedural Justice)<ol style="list-style-type: none">a) Identify an explain the law, policy, or rationale that applies to the situationb) Answering the subject's question "Why?" (Question may be implied rather than voiced.)c) The subject is given another opportunity to voluntarily comply3) PRESENT OPTIONS (Personal Appeal) (Procedural Justice)<ol style="list-style-type: none">a) Explain possible options or courses of action which can be taken and their consequences for the subjectb) The subject is given an opportunity to voluntarily comply	<p>Ask: When do you think that you may encounter a person who is not cooperative with the police?</p> <p>Ask: How would you handle a driver who is upset about being pulled over and stopped by the police?</p>
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<p>c) Example:</p> <p>(1) Continuing with the situation above, if the subject refuses to leave, the officer may say, “You realize sir, that if you are arrested you will subject yourself to criminal prosecution, humiliation, loss of job ...” (The list of options is infinite and driven by the situation.)</p> <p>4) CONFIRM (Practical Appeal) (Procedural Justice)</p> <p>a) The officer provides the subject with one last opportunity to voluntarily comply</p> <p>b) Example:</p> <p>(1) Continuing the same scenario above, if the subject still refuses to comply, the officer says, “Sir, is there anything I can say to earn your cooperation at this time?”</p> <p>5) ACT (Take Appropriate Action)</p> <p>a) Taking the appropriate action to the situation if the subject fails to voluntarily comply (e.g., arrest)</p> <p>C. Learning Activity #1: (Continued)</p> <p>a. How does this process relate to the UOF learning you had in your first month of your academy training?</p> <p>1) You must have a clear understanding of UOF policy to know how much force you can use if all your appeals fail and you must “ACT”</p> <p>b. How does this process relate to understanding of law?</p> <p>1) You must know the law to set the context</p> <p>c. Use this process during all activities – Pedestrian Stop Event and the Traffic Stop Event when you encounter difficult or uncooperative people.</p> <p>D. Group Discussion: Handling Verbal Abuse</p> <p>1. The natural reaction to verbal abuse is confrontation. Remember, it’s not a verbal attack on you personally. It’s a verbal attack on the badge, uniform, department and the authority you represent.</p>	<p>Ask: What some reasons that a person may be uncooperative with the police?</p> <p>Ask: What are some reasons that a person may be uncooperative with the police on a traffic stop?</p> <p>Ask: How do you know when someone is being uncooperative or if there are other reasons for communication failure, what will you see or hear?</p> <p>Ask: How do you separate yourself from the behavior, so you don’t become part of the problem?</p> <p>Ask: How do you think what you have learned so far can assist you in dealing with a difficult person?</p> <p>Learning Activity #1: See attached sheet</p>
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<p>2. The professional reaction to verbal abuse is a studied, trained response, which leads to deflection and re-direction.</p> <p>3. Always demonstrate respect. Being disrespectful almost always escalates the situation.</p> <p>4. What do we mean when we talk about “Deflection techniques?”</p> <p>a. Expected responses:</p> <ol style="list-style-type: none"> 1) A deflection technique is a term or phrase of acknowledgement that does not suggest agreement but redirects the conversations toward a specific goal. 2) Example: <ol style="list-style-type: none"> a) “I appreciate that, but ... please hand me your driver’s license.” b) “I got that, but ... please step out of the car.” c) “I understand that but ... I need you to turn around and put your hands behind your back.” d) “I believe that but ... I need you to stand out of the roadway.” <p>5. What are some of the benefits of using these deflection techniques?</p> <p>a. Expected responses:</p> <ol style="list-style-type: none"> 1) You do not get emotionally “hooked” by the comment 2) You have disempowered the subject 3) It sounds professional <p>6. Why is it important to always be professional with every contact, community members and other Department employees?</p> <p>a. Expected responses:</p> <ol style="list-style-type: none"> 1) May be the only police contact this person ever has with the police. 2) Core Value: Respect for People and Service to our Community 3) Future Juror 4) Taxpayer 5) Community members 6) Only takes one negative contact 	<p>Ask: What did the officers do that was effective?</p> <p>Ask: What could have been done better?</p> <p>Ask: What method did they use to solve the problem?</p> <p>Ask: Did they attempt to use CAPRA model?</p> <p>Ask: Did they use a systematic approach or unsystematic approach?</p> <p>Ask: How does this process relate to the UOF learning you had in your first month of your academy training?</p> <p>Ask: How does this process relate to understanding of law?</p> <p>Ask: What do we mean when we talk about “Deflection techniques?”</p> <p>Ask: What are some of the benefits of using these deflection techniques?</p>
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<p>7) Building long term relationships with community members and other Department employees</p> <p>7. Since you will not be able to please every person you encounter, what are the key concepts you must always refer to base all your decisions on?</p> <p>a. Expected responses:</p> <ol style="list-style-type: none"> 1) Mission, Vision, Values 2) Procedural Justice; Voice, Neutrality, Respect, Trustworthiness and Police Legitimacy 3) Knowing lawful powers of a police officer 4) Knowing when you can use force <ol style="list-style-type: none"> a) Use of Force Policy 5) Knowing your buttons and techniques to calm and deescalate yourself so you don't become part of the problem. 6) Always assess your interaction and determine if you at any point could have reacted differently to resolve the incident more effectively. <p>8. What is the goal of communication?</p> <p>a. Expected response:</p> <ol style="list-style-type: none"> 1) To gain voluntary compliance to directions. <p>9. How can utilizing the four tenets of procedural justice during client contacts lead to greater police legitimacy</p> <p>10. In what way does generating voluntary compliance using the five-step process impact our communities?</p> <p>11. What aspect of procedural justice can be identified in the five -step process?</p> <p>12. Are there benefits to implementing procedural justice principles into all officer contacts or interaction?</p> <p>13. For officers to converse effectively, the lines of communication must be as clear of interference as possible. Officers can help keep lines of communication clear in many situations by:</p> <ol style="list-style-type: none"> a. Conveying an attitude of self-confidence and professionalism b. Showing an understanding of the situation c. Demonstrating a caring attitude d. Being attentive to what is being said, and how it is being said 	<p>Ask: Why is it important to always be professional with every contact, community members and other Department employees?</p> <p>Ask: Since you will not be able to please every person you encounter, what are the key concepts you must always refer to base all your decisions on?</p> <p>What is the goal of communication?</p> <p>Ask: In what way does generating voluntary compliance using the Five Step Process impact our communities</p> <p>What aspect of procedural justice can be identified in the five-step process?</p> <p>Are there benefits to implementing procedural justice principles into all officer contacts or interaction?</p> <p>Ask: How can utilizing the four tenets of procedural justice during client contacts lead to greater police legitimacy?</p>
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<ul style="list-style-type: none">e. Using language and vocabulary that are appropriate to the situationf. Being open to a different point of view <p>II. Potential effects of negative nonverbal signals [3.2H]</p> <p>A. Officers should be aware of their own nonverbal signals. Being conscious of the signals their bodies send can help officers better convey their intended messages to a victim, witness, suspect, or other members of the community.</p> <p>B. What are some negative nonverbal signals or mannerisms?</p> <ul style="list-style-type: none">a. Expected responses:<ul style="list-style-type: none">2. Making a poor impression3. Contradicting what an officer is saying verbally4. Potentially escalating situations5. Diminished credibility6. Inhibiting proper communication	<p>Ask: What are some negative nonverbal signals or mannerisms?</p>
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