

**Event 8 – Family Violence  
Session 1- Intro to Disputes  
LD-24 Handling Disputes/Crowd Control**

**Date Revised: 11/20/2019**

**Course Goal:** To teach recruit officers the fundamentals of handling disputes and crowd control management.

**Learning Objectives:**

- Explain the responsibilities of peace officers at the scene of a dispute **[24.I.A]**
- Describe measures officers should take to protect their own safety and the safety of others **[24.I.B]**, Approaching **[24.I.B.1]**, Making initial contact **[24.I.B.2]**, Once inside a residence or area where a dispute is taking place **[24.I.B.3]**
- Describe intervention techniques that can be used to protect the safety of officers, other persons, or property **[24.I.C]**
- Explain appropriate techniques for defusing a potentially violent dispute **[24.II.A]**
- Describe appropriate techniques for conducting a brief interview of the parties involved in a dispute **[24.II.B]**
- Summarize the steps involved in the problem-solving process for mediating a dispute **[24.II.C]**
- Discuss tactical considerations and guidelines for patrolling effectively **[21.II.B.]**
- Patrol vehicle placement **[24.II.B.]**

**Session Time: 1 hour**

<b>Resources:</b>	
<ul style="list-style-type: none"> <li>• Power Point</li> <li>• Audio/video device with</li> <li>• Classroom with tables</li> <li>• White board</li> <li>• Dry-erase markers</li> <li>• 3x5 cards</li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Session Summary:</b> To teach recruit officers the fundamentals of handling disputes and crowd control management incidents, by means of classroom facilitation, handouts, learning activities, and role play exercises.</li> </ul>	
Outline	Instructor Notes
<p><b>I. Peace Officer Responsibilities [24.I.A]</b></p> <p>A. Introduction to Disputes</p> <p>1. The Role of the Police Officer at Disputes</p> <p>a. Introduction: Discuss the importance of handling disputes using the below listed points:</p>	<p><b>Ask: What types of disputes do you think you will be handling?</b></p>

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<ul style="list-style-type: none"><li>1) Disputes are a difficult, frustrating and often dangerous part of law enforcement.</li><li>2) Resolution of disputes, however, can be one of the most challenging and satisfying aspects of police work.</li><li>3) Success depends upon the demeanor of the officer and how they handle the incident.</li><li>4) In many instances, all that is required is the calming influence of the peace officer to resolve the dispute.</li><li>5) Dispute calls are among the leading causes of peace officer injuries or deaths.</li><li>6) Dispute or disturbance calls range from an unknown trouble report to a complaint by a neighbor.</li><li>7) Many disputes come to the attention of the police either through the request the request of one or more of the parties, or from an uninvolved party who overhears the dispute.</li><li>8) Regard every dispute as potentially dangerous.</li><li>b. Officers Responsibilities<ul style="list-style-type: none"><li>1) Officer's primary responsibility is to keep the peace.</li><li>2) Officers may be called upon to:<ul style="list-style-type: none"><li>a) Take necessary safety precautions to protect;<ul style="list-style-type: none"><li>(1) Themselves,</li><li>(2) Each of the involved parties,</li><li>(3) Bystanders, and/or</li><li>(4) Property</li></ul></li><li>b) Establish and maintain control to prevent the dispute from escalating further.</li><li>c) Defuse the situation to bring the level of emotions of the involved parties to manageable level.</li><li>d) Gather facts and information to determine what the problem is that is causing the dispute.</li><li>e) Determine if a crime has taken place and take appropriate law enforcement actions.</li><li>f) Apply appropriate problem-solving techniques to assist the involved parties in reaching their own solution(s) to the problem.</li><li>g) Make appropriate referrals when necessary to aid the involved parties in seeking additional intervention necessary to solve the problem.</li></ul></li><li>3) Civil Disputes are any problem between two or more</li></ul></li></ul>	<p><b>Ask: What do you think an officer's primary responsibility is at a dispute?</b></p>
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<p>parties where no criminal act is involved.</p> <ul style="list-style-type: none"><li>4) Volatile nature of disputes</li><li>5) Criminal matters<ul style="list-style-type: none"><li>a) The safety of officer(s), the victim, and or property by<ul style="list-style-type: none"><li>(1) Establish control of the situation</li><li>(2) Seek appropriate medical aid if necessary</li></ul></li><li>b) Crime identification<ul style="list-style-type: none"><li>(1) Determine whether all the required elements of a crime can be establish based on the available facts</li><li>(2) Establish the intent of the person(s) who committed the crime.</li></ul></li><li>c) Law enforcement actions<ul style="list-style-type: none"><li>(1) Determine whether the crime is a felony or misdemeanor.</li><li>(2) Make arrest(s) or take other required law enforcement action(s).</li></ul></li><li>d) Legal advice<ul style="list-style-type: none"><li>(1) Refer involved parties to seek legal advice from:<ul style="list-style-type: none"><li>(a) That individual's private attorney,</li><li>(b) Legal aid services, or</li><li>(c) mediation service</li></ul></li></ul></li><li>e) Focus on goal</li><li>f) Resolution visit</li></ul></li><li>c. Officer Safety <b>[24.I.B]</b><ul style="list-style-type: none"><li>1) Conscious safety habits<ul style="list-style-type: none"><li>a) Routine means developed to use time efficiently, often involves actions without conscious thought.</li><li>b) Conscious Safety Habit means actions that become automatic with practice but still involve conscious decisions to remain alert, avoid unnecessary risk, or perform a task in the safest possible way</li></ul></li><li>c) Plan of Action<ul style="list-style-type: none"><li>(1) Identifying an objective based on the nature of the call,</li><li>(2) Establishing the roles and responsibilities of each officer involved,</li><li>(3) Identifying and verify the location of the</li></ul></li></ul></li></ul>	
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<p>to the doorknob side.</p> <ul style="list-style-type: none"><li>(b) If there is a screen door or storm door, open it if blocks the officer's view of the premises.</li><li>(c) Employ available cover and concealment.</li></ul> <p>(6) Night time approaches</p> <ul style="list-style-type: none"><li>(a) Not using the spotlight to illuminate the house or area,</li><li>(b) Not parking in a brightly illuminated area</li><li>(c) Keeping interior lights of the patrol vehicle dark, and</li><li>(d) Leaving the flashers of the patrol vehicle off when practical and safe.</li></ul> <p>(7) Initial contact</p> <ul style="list-style-type: none"><li>(a) Quietly approach, stand at a safe location, listen before knocking,</li><li>(b) Knock normally or otherwise announce their presence,</li><li>(c) Identify themselves as peace officers,</li><li>(d) State their purpose,</li><li>(e) Request entry, and,</li><li>(f) Wait a reasonable amount of time for consent.</li><li>(g) Before entering, Officers should:<ul style="list-style-type: none"><li>i Be cautious of responses such as "It's open" or "Come in" given by a person who is not in the officer's sight, you should request that the individual come to the door.</li><li>ii Establish rapport once contact is made by introducing yourselves, explaining the purpose of your presence, explaining how the call was received (if appropriate).</li><li>iii Watch the hands and demeanor of the person of the person who answers the door for weapons or potential weapons, nervousness, a confrontational manner, suspicious behavior.</li><li>iv Request that the dog be secured.</li></ul></li></ul>	<p><b>Ask: What tactical considerations do we implement upon making our initial contact?</b></p>
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<ul style="list-style-type: none"><li>a) Maintain control of the interview always</li><li>b) Ask appropriate questions</li><li>c) Remain impartial</li><li>4) Ending the interview<ul style="list-style-type: none"><li>a) Summarize what each party has said,</li><li>b) Highlight the main issues, and</li><li>c) Make sure that each person agrees with the summary of what that person has said</li></ul></li><li>5) When not to mediate<ul style="list-style-type: none"><li>a) One party has left or refuses to cooperate,</li><li>b) There are other preferable alternatives available,</li><li>c) A crime has taken place and law enforcement action is required, or</li><li>d) One of the involved parties is being taken into custody under the provisions of Welfare and Institutions Code Section 5150.</li></ul></li><li>6) Problem solving mediation process <b>[24.II.C]</b><ul style="list-style-type: none"><li>a) Bringing parties together</li><li>b) Allowing one person to talk at a time</li><li>c) Elicit suggestions</li><li>d) Discuss possible suggestions</li><li>e) Use negotiation to arrive at an agreement</li><li>f) Allowing parties to reach own solution</li><li>g) Summarize agreement</li><li>h) Encourage follow through</li></ul></li><li>7) Closure<ul style="list-style-type: none"><li>a) Business card</li><li>b) Documentation</li></ul></li></ul>	
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**Learning Activity #1**  
**Table Top Exercise-Definitions (35 Min)**

- I. Describe appropriate techniques for conducting a brief interview of the parties involved in a dispute **(24.II.B)**
  - A. Break class into ten tables. Assign each table the below listed questions. Give each table 5 minutes to prepare a written answer.
    1. **(Table 1)** Define civil matter and give examples.
      - a) Majority of dispute calls
      - b) Problem between two or more parties
      - c) No crime involved
    2. **(Table 2)** Define criminal matter and give examples.
      - a) Dispute where a criminal violation has been committed
      - b) An arrest may be affected
    3. **(Table 3)** What Tactical considerations to discuss with partner **prior to** responding to a dispute call?
      - a) Expected Responses:
        - (1) Before arrival
          - (a) Verify location
          - (b) Gather as much information as possible about the call
          - (c) Known or suspected presence of weapons
          - (d) Record or prior calls in the same location
          - (e) Game plan between officers for approach and handling the call
        - (2) Upon arrival
          - (a) Patrol vehicle
          - (b) Discuss tactical considerations and guidelines for patrolling effectively **[21.II.B]**
          - (c) Patrol vehicle placement **[21.II.B.2]**
            - (i) Position is a safe location
            - (ii) At night time do not park under a brightly illuminated area
            - (iii) Keep interior lights of vehicle dark (i.e., M.D.C. w/location)
        - (3) Observations
          - (a) Observe all surroundings
          - (b) Examine windows, doors and roof for people observing officers approach
          - (c) Use flashlight or spotlight only if necessary
        - (4) Backup



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- (a) If backup is necessary, wait for arrival prior to handling call **if possible.**
- 4. **(Table 4 and 9)** What are some considerations **upon initial arrival** at location? [ **24.I.B.2**]
  - a) Expected responses:
    - (1) Seek out disputants
    - (2) Listen for nature of argument
      - (a) If inside a location
        - (i) Offset at doorway prior to knocking
        - (ii) Listen at doorway for number of disputants
        - (iii) Check surrounding area for indicators of children or animals
        - (iv) Knock normally (w/o flashlight or baton)
    - (3) Establish rapport once contact is made
      - (a) Introduce yourself and your partner
      - (b) Explain the purpose of your presence
    - (4)** As you enter location scan the area for:**[24.I.B.3]**
      - (a) Weapons
        - (i) If a weapon is located be sure to advise your partner of the weapon and its location
      - (b) Any contraband
      - (c) Other people
      - (d) Layout of the location
      - (e) Possible cover
    - (5) Separate parties
      - (a) Position parties so they do not make eye contact
      - (b) Maintain a visual w/your partner
      - (c) Maintain a safe distance from your party.
      - (d) Watch the hands and demeanor of the persons with whom you are talking.
      - (e) Be aware of any crossfire situations.
      - (f) If your party is sitting down be sure to search the area where they are sitting.
        - (i) Be aware of where their feet are in reaction to you.
- 5. **(Table 5 and 10)** Explain the responsibilities of peace officers at the scene of the dispute call? [ **24.I.A**]

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- a) Expected Responses
- (1) Keep the peace and restore order
  - (2) Establish and maintain control
  - (3) Defuse the situation
  - (4) Determine if a crime occurred
  - (5) Apply appropriate problem-solving techniques
  - (6) Provide safety to individuals and property
  - (7) Refer parties to acceptable referral's
    - (a) i.e., District attorney, public defender, city attorney, private attorney, legal aid.
  - (8) Take appropriate police action if crime has occurred
    - (a) i.e., Arrest, private persons arrest, report
    - (b) Consider the following when dealing with a criminal matter:
      - (i) Determine whether all the required elements of a crime can be established from the facts available.
      - (ii) Pay attention to the "intent" requirement.
        - (a) Many crimes arising out of disputes require "specific intent"
      - (iii) Generally, cannot arrest for a misdemeanor not committed in his presence.
      - (iv) Though a crime has technically been committed, the spirit of the law may be better served by something other than an arrest. For example:
        - (a) Resolution by lesser means
        - (b) Informal resolution between parties
        - (c) Formal resolution through civil process
        - (d) Does not apply to domestic violence where arrest may be mandatory under the law and department policy
        - (e) There are several felonies that can occur in landlord/tenant situation, which may make informal mediation inappropriate.
    - (v) Do not give legal advice
      - (a) Be careful what you say.
      - (b) The public will often take your opinion as law.
      - (c) Not qualified to give legal advice.

**6. (Table 6) Explain appropriate techniques for defusing a potentially violent dispute [ 24.II.A]**

- a) Expected responses:

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- (1) Separate involved parties
  - (2) Speak in a calm, firm voice
    - (a) Give calm, direct instructions using a firm voice
    - (b) When officers exhibit a quiet and controlled demeanor, other persons are likely to do the same.
    - (c) Avoid potentially demeaning remarks such as, “Calm down” or “Quit acting like a child”
    - (d) Use silence strategically
  - (3) Distract the individual
    - (a) Draw attentions away from the other person and toward the officer.
    - (b) Make comments that are not related to the dispute.
      - (i) E.g., “Is that a picture of your kids?” “May I turn the television off?”
  - (4) Pretend not to understand
    - (a) Person is encouraged to repeat statements and possibly give more details.
    - (b) Speaker’s focus often shifts from anger to concentrating on ways of getting the officer to understand that person’s point of view.
  - (5) Use active listening
    - (a) Maintain eye contact with the speaker.
    - (b) Acknowledge what has been said with nods and encouragement.
    - (c) Repeating or rephrasing the person’s statement may give the impression the officer understands them.
7. **(Table 7)** What is mediation? Summarize the steps involved in the problem-solving process for mediating a dispute **[24.II.C]**
- a) Expected responses:
    - (1) Mediation is a problem-solving technique that allows officers to assist people involved in a dispute reach their own solutions
    - (2) Guidelines:
      - (a) Elicit from the disputant’s suggestions for resolving or improving the situations.
        - (i) May take several questions from the officer to start the process.
      - (b) Allow disputants to discuss suggestions
      - (c) When one party offers a suggestion, if it is not agreed to completely, the other party needs to make a different suggestion.
      - (d) Process may take several attempts with officer guiding and eliciting additional suggestions.
      - (e) Don’t criticize party suggestions
        - (i) May seem inappropriate to the officers but it works for them.

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- (f) Don't allow illegal remedies
    - (i) Redirect for an additional suggestion
  - (g) If additional information is revealed during the mediation process that modifies the situation, adjust as necessary.
  - (h) Arrive at a mutually agreed upon solution
  - (i) Summarize the agreed upon solution to ensure all parties have a clear understanding
  - (j) Leave them on a positive note (i.e., "Thanks for your cooperation.")
8. **(Table 8)** Define the goals and/or keys to successful mediation and when is it appropriate to mediate?
- a) Expected responses:
    - (1) Goals
      - (a) To help the people agree upon a specific course of action.
      - (b) To leave the people with a positive feeling about the course of action agreed upon.
    - (2) Keys
      - (a) Make sure both parties agree with the resolution
      - (b) Don't interfere if all is going well
      - (c) Allow the disputants to mediate face to face, after you have set the ground rules
      - (d) Allow the disputants to come up with their own resolution
    - (3) When can you mediate
      - (a) When no other alternative seems correct
      - (b) When parties express desire to work it out
    - (4) Inappropriate
      - (a) If one party is GOA
      - (b) If dispute is already settled
      - (c) If arrest is to be made
      - (d) In domestic violence situations