

**Event 8 – Family Violence
Session 9– Disputes
LD 24 Handling Disputes/Crowd Control**

Date Revised: 11/20/2019

Course Goal: To provide the students with the basic skills necessary to complete a thorough Dispute investigation, utilizing current law and department policy.

Learning Objectives:

- The student will participate in learning activities (scenarios/role play) on how to legally and procedurally respond to a variety of disputes which minimally include the following: Lockout or other landlord/tenant conflict, repossession, neighborhood or business conflict, family conflict (non-domestic violence incident) **[24.VII.A.3-4]**
- The following issues should be addressed in connection with each of the dispute situations: maintaining officer safety, providing safety to individuals and property, applying appropriate defusing strategies, if appropriate, separating parties, keeping the peace, determining if a crime has been committed, attempting to find solutions to the problem, applying effective communication skills, and demonstrating responsibility and professionalism **[24.VII.A.4.1-9]**

Session Time: 2 hours

Resources:	
<ul style="list-style-type: none"> • Blank FI cards • Field Officer's notebook • Business cards • BWV Camera • Dispute Resolution card 	
Outline	
<p>I. Scenarios: Disputes Practical Application</p> <p>A. Learning Activity Instructor Role Play: Handling Disputes</p> <p>1. To allow to students to have an opportunity to ask questions after simulated demonstration of a dispute situation to review and determine what would be the appropriate action. Clear up any misunderstandings and questions after the role-play.</p>	<p>[Handling Disputes]</p> <p>Learning Activity #1:</p> <p>Learning Activity #2:</p> <p>Learning Activity #3</p> <p>Learning Activity #4</p>

Event 8 – Family Violence
Session 9– Disputes
LD 24 Handling Disputes/Crowd Control
Learning Activities
Handling Disputes

I. REQUIRED INSTRUCTIONAL ACTIVITY: Role Play (2 hours)

- A. Purpose: To allow students to apply the strategies and techniques related to resolving repossessions/landlord/tenant disputes in controlled setting.
- B. Materials: 2 actors, 2 officers (recruit officers), Business cards, Field Officer's notebook, radios, BWV cameras, Dispute resolution card and Field Interview cards.
- C. Procedure: Large group activity. The scenario may take place in the classroom or an outside location if available.
 - 1. Debrief the activity at the end of each role-play by asking the class the following questions.
 - a) What strategies did the officer use that worked?
 - b) If you had to do it, what would you have done differently?
 - c) Did officers advise of appropriate penal code sections and appropriate actions by all parties involved?
 - d) The following issues should be discussed in connection with each of the dispute situations: (LD 24.VII.A.4.1-9)**
 - 1. Maintaining officer safety
 - 2. Providing safety to individuals and property
 - 3. Applying appropriate defusing strategies
 - 4. If appropriate, separating parties
 - 5. Keeping the peace
 - 6. Determining if a crime has been committed
 - 7. Attempting to find solutions to the problem
 - 8. Applying effective communication skills
 - 9. Demonstrating responsibility and professionalism
- D. Facilitator Instructions:
 - 1. Have students refer to defusing techniques, mediation guidelines repossession and landlord/tenant laws.
 - 2. Inform the actors as to the role they will be playing.
 - a) Have actors use the following script.
 - b) Provide the officers with just the information listed under officer.
 - c) Have the officers wait outside of the role-play area.
 - d) This way they will not know what information will be provided to the audience and actors.
 - 3. Inform the audience that they will be responsible for critiquing the performance.
 - 4. At the end of each role-play, ask the debriefing questions. Then ask for more volunteers and repeat the role-play.

Event 8 – Family Violence
Session 9– Disputes
LD 24 Handling Disputes/Crowd Control
Learning Activity #1
Business Conflict

E. Role Play #1(24.VII.A.3)

1. Customer role player script:

- (a) You arrived at your regular car wash establishment, requested your usual detailing package. After an hour wait due to low staffing, you get your car. You noticed your car doesn't look clean, has water spots and dirt on the tires. You asked the attendant to redo it, he/she refuses.
- (b) You become argumentative and state, "I paid \$70.00 dollars for this! I am not taking my car without being detailed correctly".
- (c) Make the 1st suggestion to have the car wash redo the job

2. Car wash manager role player script:

- (a) You cleaned and washed the car as usual. Some employees called in sick and you are short staffed. You can't control that, and you are doing your best. You noticed that your employee applied the hot wax and advised the customer that it will take another hour to do the whole car. You noticed the customer took her car out of the lot. As per your policy once the car is driven out of the lot, the customer is responsible to pay.
- (b) Wait for a reasonable suggestion from the customer

3. Police Officers role players:

- (a) You received a radio call from the RTO
- (b) "14A15 respond to a business dispute at 12678 Lincoln Avenue, at the "Xtreme Car Wash", RD 1467. Meet the PR waiting inside the car wash lobby. Incident # 0000040819
- (c) Show yourself code 6, approached and conduct a thorough investigation, using all strategies learned from previous Human Relations, Academics, Law, Tactics and Arcon.

**Event 8 – Family Violence
Session 9– Disputes
LD 24 Handling Disputes/Crowd Control
Learning Activity #2
Family Dispute**

F. Role Play #2(24.VII.A.4)

1. Sister-Person Reporting role player script:

- (a) You called the police because your brother is drunk and refuses to leave. He has been staying with you for a couple of months due to his financial situation. Today, you just had enough with his laziness and you want him out. When the police arrive, you are upset and yelling at your brother “lazy ass loser”.
- (b) He was verbally abusive, and he refuses to help around the house. If police ask about what you mean by verbally abusive, tell them he was calling you a “fat ass” and saying that “I am a loser because I can’t find a man”.
- (c) Your brother never had a physical contact with you. It was all verbal

2. Brother-role player script:

- (a) You had a few drinks, you want your sister to stop harassing you about getting a job. The only way to relax and not stress is to drink every day. You are trying to find a job, but there is nothing out there for you. You appreciate that your sister took you in, but she needs to leave you alone.
- (b) You get upset at your sister for calling you a “lazy ass loser”. You have no place to go and you have no money.
- (c) Follow the officer’s directions

3. Officer role player script:

- (a) You received a radio call from the RTO. “Unknown trouble” at 8501 Kittyhawk Avenue, RD 1471, single dwelling residence, Incident Number 000003456.
- (b) “14A67 acknowledge your call and show yourself enroute. Upon arrival show yourself code 6.
- (c) Approach and conduct a thorough investigation, using all strategies learned from previous Human Relations, Academics, Law, Tactics and Arcon.

**Event 8 – Family Violence
Session 9– Disputes
LD 24 Handling Disputes/Crowd Control**

**Learning Activity #3
Business Conflict**

G. Role Play #3

1. Client-role player script

- (a) You called the police because you want your money back from the nail salon. In the past you paid \$40.00 for both services (manicure and pedicure), but today they charged you \$65.00. You didn't like how the nails turned out, they are ugly and lumpy. Also, the lady hurt your toe when she was doing the pedicure.
- (b) Become argumentative and state, "I'm not leaving until I get my money back!". "Look at my nail, it's all lumpy, they look worse now".

2. Salon owner-role player script

- (a) The manager tells you that the lady is very demanding, and she is never happy with the work they do on her nails. She is rude, loud and changes her mind every minute. You tell the officers you don't want to do business with her anymore, and you want her to stay away. She is giving you issues and disrupting other customers.
- (b) Follow the Officer's directions. Do not give any suggestions on how to handle this situation. Wait until the Officer's and the customer come out with suggestions.

3. Officer role player script

- (a) "14A73 respond to a business dispute at the "Tippity Toe" nail salon, 5634 West Manchester Avenue, RD 1488. The PR is waiting inside her black SUV parked in front of the "Pita Pit restaurant". Incident # 000008888.
- (b) Show yourself code 6, approached and conduct a thorough investigation, using all strategies learned from previous Human Relations, academics, law, tactics and Arcon.

**Event 8 – Family Violence
Session 9– Disputes
LD 24 Handling Disputes/Crowd Control**

**Learning Activity #4
Neighbor Conflict**

H. Role Play #4

1. Person Reporting (neighbor) role player script

- (a) You called the police because your neighbor's dog is annoying and barks all night. You tried to talk to her, but she never opens her door. Your neighbor doesn't work, she is always home, but you do work, and very early. She needs to keep her annoying dog inside the house or get rid of it.
- (b) You just moved into the neighborhood, you want peace and quiet.
- (c) Become argumentative and state, "I am tired, I have to go to work tomorrow at 3:00 O'clock in the morning". "Take the dog away, get rid of it".

2. Owner of the dog-role player script

- (a) When officers approach you act surprised but upset. You never caused any issues with the neighbors, you been living in the same house for 10 years. Everyone loves your dog "Nacho", and he is very friendly. Your "New" neighbor doesn't like animals, she is very angry and grouchy all the time. You never see her, and she keeps to herself. You tried to make friends and welcome her into the neighborhood when she moved in and she was rude. You don't want any issues with her, "she needs to mind her own business".
- (b) "Nacho" was outside because he need it to use the bathroom, and he barked for a few minutes.
- (c) Follow the Officer's directions. Do not give any suggestions on how to handle this situation. Wait until the Officer's come out with suggestions.

3. Officer role player script

- (c) "14A13 respond to a loud noise at 699 San Juan Avenue, RD 1412. The PR is waiting in front of her porch". Incident # 000003338.
- (d) Show yourself code 6, approached and conduct a thorough investigation, using all strategies learned from previous Human Relations, academics, law, tactics and Arcon.