

**Event 8 – Family Violence  
Session 23- Disputes  
LD-24 Handling Disputes/Crowd Control**

**Date Revised: 12/9/19**

**Course Goal:** To teach recruit officers the fundamentals of handling disputes involving hate crimes.

**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.1-3]**
- 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]**
- 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.1-4]**
- 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: 1 hour**

<b>Resources:</b>	
<ul style="list-style-type: none"> <li>• Power Point, Learning Activity #1</li> <li>• Laptop and projector</li> <li>• Classroom with tables</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 and learning activity.</li> </ul>	
<b>Outline</b>	<b>Instructor Notes</b>
I. Peace Officer Responsibilities <b>[24.I.A]</b>	

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<p>A. Introduction to Disputes</p> <ol style="list-style-type: none"><li>1. Role of the Police Officer at Disputes<ol style="list-style-type: none"><li>a. Discuss the importance of handling disputes using the below listed points:<ol 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></ol></li><li>b. Officers Responsibilities<ol style="list-style-type: none"><li>a) Establish and maintain control to prevent the dispute from escalating further.</li><li>b) Defuse the situation to bring the level of emotions of the involved parties to manageable level.</li><li>c) Gather facts and information to determine what the problem is that is causing the dispute.</li><li>d) Determine if a crime has taken place and take appropriate law enforcement actions.</li><li>e) Apply appropriate problem-solving techniques to assist the involved</li></ol></li></ol></li></ol>	<p><b>Review with class the types of disputes they will be handling.</b></p> <p><b>[24.I. A] [24. I. B.1-3] [24.I.C]</b> <b>[24. II. A] [24. II. B] [24.II.C]</b> <b>[24.VII.A.4. 1-9]</b></p>
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<p>parties in reaching their own solution(s) to the problem.</p> <p>f) Make appropriate referrals when necessary to aid the involved parties in seeking additional intervention necessary to solve the problem.</p> <p>2) Civil Disputes are any problem between two or more parties where no criminal act is involved.</p> <p>3) Volatile nature of disputes</p> <p>4) Criminal matters</p> <p style="padding-left: 40px;">(1) Determine whether the crime is a felony or misdemeanor.</p> <p style="padding-left: 40px;">(2) Make arrest(s) or take other required law enforcement action(s).</p> <p style="padding-left: 40px;">b) Legal advice</p> <p style="padding-left: 40px;">c) Focus on goal</p> <p style="padding-left: 40px;">d) Resolution visit</p> <p>c. Officer Safety <b>[24.I.B] [24.I.B.2] [24.I.C]</b></p> <p>1) Conscious safety habits</p> <p style="padding-left: 20px;">a) Plan of Action</p> <p style="padding-left: 20px;">b) Initial Information</p> <p style="padding-left: 20px;">c) Arrival at the scene</p> <p style="padding-left: 40px;">(1) Patrol vehicle</p> <p style="padding-left: 40px;">(2) Observation</p> <p style="padding-left: 40px;">(3) Backup</p> <p style="padding-left: 40px;">(4) Approach</p> <p style="padding-left: 40px;">(5) Access</p> <p style="padding-left: 40px;">(6) Night time approaches</p> <p style="padding-left: 40px;">(7) Initial contact</p> <p style="padding-left: 40px;">(8) After initial contact</p> <p style="padding-left: 40px;">(9) Intervention Techniques</p> <p style="padding-left: 40px;">(10) Resolution</p> <p>2. Defusing, Mediating, and Resolving Disputes <b>[24. II. A] [24.II.B]</b></p> <p style="padding-left: 20px;">a. Defusing techniques</p> <p style="padding-left: 20px;">b. Mediation and Resolution</p> <p><b>II. Learning Activity# 1</b> (See attached sheet Learning activity #1)</p> <p>A. Have the students break into groups of 8-10 recruits.</p> <p style="padding-left: 20px;">1. Utilize CAPRA</p>	<p><b>Learning Activity# 1</b>  <b>Utilizing CAPRA, how do we establish a plan?</b></p> <p><b>What kind of information do we need?</b></p>
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<ol style="list-style-type: none"><li>2. Use your experience at the MOT to approach the situation</li><li>3. 5 minutes to Prepare a presentation</li><li>4. Present a possible solution to the dispute</li></ol>	
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**Learning Activity # 1**  
**[24.VII. A. 1-4]**  
**[24.VII. A. 4-1-9]**

I. REQUIRED INSTRUCTIONAL ACTIVITY:

- A. Purpose: To allow students to apply the strategies and techniques related to resolving disputes. “Students received a radio call to respond to Bank of America, manager, staff and clients are nervous due to 2 females inside the bank. The females wearing black clothing, manager can only see their eyes”.
- B. Materials: Photos from the power-point presentation-Females wearing “Burka’s”.
- C. Procedure: Have the students break into groups of 8-10 recruits.
  1. Utilize CAPRA
  2. Use your experience at the MOT to approach the situation
  3. 5 minutes to Prepare a presentation
  4. Present a possible solution to the dispute
- D. Debrief the activity at the end of the activity by asking the class the following questions.
  1. How do we approach this radio call?
  2. What method can we use to start?
  3. Can the business refuse to provide service?
  4. Who can they refuse it to?
  5. Do we have a crime? Civil rights violation?
- E. Key Points to remember:
  - a. Maintaining officer safety
  - a. Providing safety to individuals and property
  - b. Applying appropriate defusing strategies
  - c. If appropriate, separating parties
  - d. Keeping the peace
  - e. Determining if a crime has been committed
  - f. Attempting to find solutions to the problem
  - g. Applying effective communication skills

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- h. Demonstrating responsibility and professionalism