



## Tactical Communication

### Course Summary:

This course teaches officers verbal de-escalation tactics and the importance of verbal communication with every day public interaction.

### Performance Objectives

1) Students will learn be able to demonstrate approved tactics to interact professionally with calm and cooperative individuals. 2) Students will learn and be able to demonstrate verbal de-escalation tactics with an upset but cooperative individual. 3) Students will learn and be able to demonstrate verbal de-escalation tactics with an upset and uncooperative individual.