



24 Hours

# Tactical Communications Instructor Course

POST Plan I Reimbursed  
\*POST reimburses tuition/lodging\*

## Dates: 2016/2017

Aug. 22-24, 2016

Oct. 31-Nov. 2, 2016

Dec. 5-7, 2016 (La Quinta)\*

## Locations:

**Sheraton Garden Grove  
Anaheim South**  
12221 Harbor Blvd.  
Garden Grove, CA 92840  
(714) 703-8400

## Embassy Suites La Quinta Hotel & Spa

50777 Santa Rosa Plaza  
La Quinta, CA 92253  
(760) 777-1711

CENTER FOR CRIMINAL JUSTICE  
CALIFORNIA STATE UNIVERSITY, LONG BEACH  
1250 Bellflower Blvd. HS&D  
Building #118  
Long Beach, CA 90840-5607

## For Reservations:

Phone: 562-985-4940  
Fax: 562-985-2448  
E-mail: [chhs-ccj@csulb.edu](mailto:chhs-ccj@csulb.edu)

Law enforcement personnel are often faced with conflict situations that can result in serious injury or loss of life. Officers will be confronted with situations where individuals will become very argumentative and challenging because they are either under the influence of a substance (alcohol or narcotics) or they are under the influence of anger or rage based on their personal circumstances. Basic interpersonal skills do not usually work in situations like this. It has been said, "common sense, is most uncommon under pressure." Just as officers are trained in the use of a variety of tactics to deal with combative and life threatening situations, officers also need to learn skillful tactics in verbal communication in order to diffuse difficult verbal encounters that may escalate and jeopardize an officer's safety or the safety of others.

Tactical Communications teaches officers how to stay calm and professional under verbal assault and how to generate voluntary compliance from even the most difficult people. This course also teaches officers to identify when their words have failed and how to transition, through tactics, into the escalation of force. The ability to communicate effectively is an officer's greatest asset. This will enhance officer safety and promote public confidence in law enforcement.

On completion of the course the instructor will be able to teach academy courses, and the POST perishable skills block for tactical communications.

## **TOPICAL AREAS INCLUDE:**

***Enhance Officer Safety  
Help Officers to Decrease Violence  
Enhance Professionalism  
Decrease Citizen Complaints  
Decrease Vicarious Liability***

Course Information is Available at our Website:  
[www.csulb.edu/centers/ccj](http://www.csulb.edu/centers/ccj)

Make checks payable to *CSULB Foundation*. Payment is preferred on the first day of class. If you cannot provide a check the first day, your agency can be invoiced. Credit cards are now accepted.