**State of California Commission on
Peace Officer Standards and Training (POST)**

PSP: Strategic Communications

Introduction

You communicate every day, yet it is a perishable skill. Why? Because it is an area that can always be improved.

This course provides students with content related to the POST Perishable Skills Program (PSP) IV - Strategic Communications under Regulation 1005. Students will refresh on ways to strategically communicate by demonstrating what they've learned by making decisions during video-based, real-life situational activities involving community members.

Learning Objectives

Upon completion of this training students will be able to:

- Apply techniques of mindfulness in a variety of situations and perspectives
- Evaluate ways to mitigate risks to officer safety by using basic skills and techniques of communications such as de-escalation, defusing, deflection, redirecting, active listening, empathy, reflecting, persuasion while applying procedural justice
- Identify appropriate methods of communication with individuals with physical, mental health, developmental, or intellectual disabilities who may have difficulty communicating, understanding, or complying with commands from peace officers and dispatchers
- Communicate effectively with their team and citizens while interacting during a critical incident

Content Outline

Module 1: Mindfulness

- Introduction
- Explore varies types of mindfulness such as personal, situational, and perspective mindfulness
- Conclusion

Module 2: Initiating

- Introduction
- Learn topics such as procedural justice, officer safety, mindfulness, tactical pauses, information gathering, messaging, and command presence with a communications focus
- Practice by analyzing various video-based scenarios and rate how the communication went
- Take an assessment to demonstrate your competency of these topics in an initiating-based scenario
- Conclusion

Module 3: Active Listening

- Introduction
- Learn topics such as reflecting, affirming, open-ended questions, mirroring, and paraphrasing with a communication focus
- Practice by analyzing various video-based scenarios and rate how the communication went
- Take an assessment to demonstrate your competency of these topics in an active listening-based scenario
- Conclusion

Module 4: De-escalation

- Introduction
- Learn topics such as defusing, deflecting, interjecting, redirecting with a communication focus
- Practice by analyzing various video-based scenarios and rate how the communication went
- Take an assessment to demonstrate your competency of these topics in a de-escalation-based scenario
- Conclusion

Module 5: Persuasion

- Introduction
- Learn topics such as making a clear request, clarifying context, getting confirmation, taking action, finding hooks, empathy, bias by proxy, and presenting options with communication focus
- Practice by analyzing various video-based scenarios and rate how the communication went

- Take an assessment to demonstrate your competency of these topics in a persuasion-based scenario
- Conclusion

Module 6: Responding to People in Crisis

- Introduction
- Take a self-assessment on your knowledge of people in crisis
- Learn various appropriate methods of communication with people experiencing mental illness, substance use disorders, intellectual disabilities, physical disabilities, and emotional stress
- Practice by analyzing a video-based scenario and decide how to communicate
- Take an assessment to demonstrate your competency of these topics
- Conclusion

Module 7: Team Communication in a Critical Incident

- Introduction
- Self-identify ways to mindfully prepare
- Review strategic communication as a team during situations with citizens, other officers, dispatch, and support personnel
- Identify ways to debrief both tactically and interpersonally
- Take an assessment to demonstrate your competency of these topics
- Conclusion