

Read, Recognize & Respond

I. Introduction: Human Behaviorist Experts

A. The Intersection of Communication, Stress & Realities of Force

1. Recognize that stress affects everything
2. Everything comes down to communication
3. People are in a constant state of communication

B. Read: Who/what are they in the moment?

1. Dangerous?
2. In need of help?
3. Distraught?
4. Angry?
5. Victim?
6. Suspect/Liar?

C. Recognize: How are they coming across?

Do they need:

1. To be controlled?
2. To be arrested?
3. To be listened to?
4. To be calmed and comforted?
5. Sympathy, empathy?

D. Respond: Appropriately for the situation

What do you need to do and say:

1. Take physical control?
2. Sympathize/empathize?
3. De-escalate?
4. Listen actively?
5. Exhibit command presence?
6. Use force?

E. Communication, Safety & Training

1. Predatory behavior
2. Understanding instinct
3. Training and stress

II. Understanding our Role: Civilian Peace Officers

A. Balance

1. Citizen Service & Officer/Citizen Safety
2. Guardian's Heart and Warriors Heart
3. Guardians of Democracy
4. Responsible decision making

B. Reading and Evaluating: Thin Slicing

1. The conscious and unconscious reading of people and situation
2. Taking in data
3. Layers of assessment and valuations
4. Layers add to or relieve stress
5. Situations that evolve often in the blink of an eye

C. Our Professional Goal

1. Controlling, redirecting and influencing behavior of others
2. Controlling the self
3. Attitude

III. Stress: The Ignored Factor in Law Enforcement

A. Stress & Performance

1. Diverted or Focused
2. Situational Awareness
3. Task vs. Emotions

B. Barney Brain: *Diverted*

1. Anxious, aggressive
2. Tight, inhibited, panicked
3. Results oriented, not goal oriented
4. Desperate

C. Guardian Brain: *Focused*

1. In control and patient
2. Cognizant of the totality
3. Flexible and adaptable
4. Takes advantage of time

D. The Brain's Three Parts

1. Instinct
2. Thinking (cognitive)
3. Emotion

IV. The Truths of the Human Animal

A. Communication is a Constant

1. People are in a constant state of communication
2. Reading others
3. Self-awareness and assessment
4. Body language

B. The Unconscious

1. Define the role of the unconscious
2. Nonverbal cues: evaluation and leakage
3. Learning consciously what the unconscious already knows

C. A Matter of Importance

1. Establish that a person's value and worth is the foundation of effective communication and establishing rapport

2. The importance of active listening

D. The Idiot Factor

1. Describe the component of emotional instability
2. Preparing for hostile encounters

V. Stress, De-escalation & Conflict Resolution

A. The Inevitability of Conflict

1. Preparation & training
2. Common sense is not enough
3. Emotions

B. The five stages for Successful De-escalation and Conflict Resolution

1. Engage
 - a. Initial interaction
 - b. Paralinguistic
 - c. Body Language
 - d. Actively listen
 - e. empathy
2. Consider
3. Decide
4. Communicate
5. Follow-through

C. Read, Recognize & Respond Reminders

1. Using time to your advantage
2. Their value system not yours
3. Communicate effectively
4. Know the law
5. If under arrest: Say it!
6. Professional afterwards

VI. Pre-attack Indicators

A. Primary Indicators

1. Verbal Threats
2. The Nonverbals
3. Verbal Hiccups

B. Street Interview

1. Do's and Don'ts when it comes to what questions to ask during a street interview
2. Know what you will say

C. Trooper Mark Coates Video

1. The verbal indicators
2. The nonverbal indicators

CLOSING