

Officer Presence

Facilitator Guide

Session Overview

Introduction-	05m
GROUP EXERCISE – List Officer Presence Qualities	30m
Discussion – What is Officer Presence?	05m
Lecture – Officer Presence	20m
Break	5m
PRACTICAL Mock - Terry Stop for Assault 4DV	15m
PRACTICAL Mock Scene – Two Subjects in Park-	15m
Feedback on Mock Scenes	05m
The L.E.E.D. Model	10m
Final Point- Officer safety and respect	05m
End of Session / Break	5m

Total Session Time: 2 hours

Main Topics of Session:

- *Professionalism*
- *Respect*
- *Verbal & Non-Verbal Communication*
- *Body Language*
- *Intro to L.E.E.D. Model*
- *Officer Safety/Presence*

Learning Objectives

- Define officer presence, from memory, as instructed.
- Compare and contrast proper and improper officer presence qualities, in an exercise, as directed.
- Identify possible issues related to officer safety/presence with a non-compliant suspect, in a mock scene, as directed by the instructor.
- Explain the link between Officer Presence and Officer Safety, in a discussion, as instructed.



SAY TO CLASS: Introduction

During this module we will define and introduce some of the basic concepts of OFFICER PRESENCE, the L.E.E.D Model, and OFFICER SAFETY.

Officer presence can be defined as those qualities that create an atmosphere of compliance and authority – appearance, demeanor, verbal and non-verbal communication when dealing with those we serve.

Facilitators Needed: 1 (CR)

Location: Classroom / Outside

Materials Needed:

- *FG Supp – Officer Presence Mock Scenes*
- *Easels & Writing Supplies*

Students Should Already Have:

[THUMB DRIVE]

- *Study Session – Officer Presence*
- *HANDOUT – Command Presence Article*



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**GROUP EXERCISE – Officer Presence Qualities**Time: **30 minutes**Materials: • **Easels**

Instructions:

Take 15 minutes, and in your squad, brainstorm:

- 1) What qualities would be considered good officer presence
- 2) What types of behaviors or to decrease credibility

These are the qualities that a professional law enforcement officer should have when interacting with our citizens. (**15 mins**)



NTF: About seven minutes into the exercise (sooner if students are struggling with ideas), insert the VISUALIZATION exercise below. Have groups return to their lists once VISUALIZATION is

VISUALIZATION EXERCISE (1-2 minutes)

Instructions:

1. Ask the class to close their eyes and picture this scenario;
2. Say the following;

You are alone and arrive at the scene of a domestic violence incident at a residence. The door is open and you see a large male in the face of a smaller female. The male is irate and screaming at the female. The female has an obvious but minor injury on her face. There is a 3 year old sitting on the floor nearby screaming and crying wearing only diapers. It appears that a domestic violence assault has occurred.

You enter the residence and you are wearing jeans and a t-shirt. Nothing that identifies you as the police officer. You have no police equipment at all. All you have is your presence.

What kind of presence do you need?

What would you say?

What is the tone of your voice?

What is the inflection in your voice?

What kind of posture and body language would you have?

What is your positioning?

Go over each squad's list with discussion (**15 mins**).



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SAY TO CLASS / LECTURE POINTS: Officer Presence

Officer Presence is a combination of many things.

1. Being intelligent with your knowledge of the job and being able to properly assess the situation.
2. Always maintaining professionalism even in the face of great provocation.
3. Always following the reasonable police officer standard; this is essentially common sense plus police training.
4. Being confident in your intelligence of the job, your physical abilities, and emotional stability to handle any situation.
5. Cockiness is often displayed through bravado type verbiage and body language. Do not let your body language betray you!
6. Diplomatic- being tactful in dealing with sensitive matters or people.
7. Emotional Intelligence- Self Awareness, Self-Control, Social Awareness, and Relationship Management (acting appropriately based on the situation as a whole).
8. Always polite. Rudeness never works.
9. Body Language- Are you bored, frustrated, tired, amped? What does your body language say about you?

Body language refers to the nonverbal signals that we use to communicate. According to experts, these nonverbal signals make up a huge part of daily communication. From our facial expressions to our body movements, the things we don't say can still convey volumes of information.

According to various researchers, body language accounts for between 50 to 70 percent of all communication. Understanding body language is important, but it is also essential to know YOUR OWN BODY LANGUAGE.

10. Tone of your voice;
 - **Use pauses.** Pause before an important word, at the end of the sentence or anywhere you'd like a break. The audience has time to absorb the information, you have a chance to breathe and you're less likely to use a pause word such as "um" or "ah"

- Officer Presence is a combination of things;
- Intelligence
- Professionalism
- Reasonableness
- Confident
- Not Cocky
- Diplomatic
- Emotional Intelligence
- Polite, but ready for action
- Body Language/Posture
- Tone of your voice
- Use reasonable force when necessary
- Respecting and protecting everyone's Constitutional Rights



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- **Use voice inflection.** Inflection allows you to emphasize key words and emotions and helps convey your exact meaning to the audience. For example, try speaking the sentence, "I know the answer" with a variety of different meanings just by changing your voice inflection. You could say "I know the answer (no one else does]" or "I know the answer! (all that studying paid off]" or "I know the answer?" (no, I don't) or "I know the answer... (but what's the question?)" These sentences have vastly different meanings, but the words are the same – only your voice inflection has changed.
- **Be aware of your voice tone.** Does your voice have energy? Do you sound angry, tired or bored? Remember, as with other forms of non-verbal communications, your voice has to match the words that you say. If you say "How can I help you?" but your voice conveys boredom, people you are dealing with will believe your non-verbals rather than your words.

Your voice has a wide range and the potential to convey meaning and emotion to your audience. Learning to tap into the power of your voice will enable you to become a more powerful communicator.

The tone of your voice tells people what you really mean, and how that message can be the opposite of the actual words you are saying. When a question is asked, the tone of the voice goes up at the end. When giving a command to someone, the tone of your voice goes down sharply at the end.



BREAK



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NOTE TO FACILITATOR - Practical Exercises / Mocks- 15 minutes

Scenario 1:

Say to the Class:

"You are a single Officer Patrol unit and you and your fellow Officer respond to a call of a possible domestic violence incident at a local park in the afternoon. Several 911 callers stated that a male chased a female and tackled her as she was running towards a parked car in the parking lot. The female appeared to be intoxicated and does not appear to be injured. The female has grass all over her from being tackled. The male had the woman by the arm and assisted her in getting into his vehicle. The vehicle drove off and the 911 callers gave a perfect description of the male, the female and the vehicle. You see the car as you arrive on scene. You conduct an investigative detention stop (terry stop) on the vehicle while your partner contacts the witnesses on scene. No back-up units are available due to an officer-involved shooting on the other end of your city."

Facilitator- Set up two chairs in the front of the classroom, simulating the front seat of the suspect vehicle. Explain to the students that the female is asleep in the passenger seat next to you. Also explain that the suspect vehicle window is up and the door is locked. The facilitator will act as the calm but argumentative, uncooperative driver. Push the recruits but do not get out of the car.

Anticipated Outcome - The recruits will approach the driver and using good officer presence will attempt to have the driver exit the vehicle. Rotate 2-4 recruits through the scenario.

Facilitator- No feedback given at this time. Feedback will be given after the last mock scene, after returning to the classroom.



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NOTE TO FACILITATOR - Practical Exercises / Mocks- 15 minutes

Scenario 2:

Say to the Class:

"You are a single Officer Patrol unit and you respond to a local park for 2 people loudly arguing with one another. That is all the info you have.

You approach the subjects and cannot touch them. No back-up Officers are available due to another Officer involved shooting on the other end of the city.

Facilitator- with 2 facilitators, act as the ones arguing and ignore the officer unless **GOOD** Officer Presence is displayed.

Anticipated Outcome - The recruits will approach the subjects arguing and using good officer presence will attempt to de-escalate and gain voluntary compliance through Officer Presence only (no touching the actors!). Rotate 2-3 recruits through the scenario.

Facilitator- No feedback given at this time, return to classroom.



DISCUSSION – Mock Scenes (5 minutes)

Lead a short discussion on the students' observations, realizations and perceptions after the two scenarios.



SAY TO CLASS: The L.E.E.D. Model

Treating people with dignity and respect along with a constitutional foundation will result in less physical confrontations and most importantly - build trust in our community. The L.E.E.D. model outlines four basic principles to follow when interacting with people. Improving the quality and outcomes of interactions also leads to improved officer safety.

L.E.E.D. MODEL

- **Listen** - Allow people to give their side of the story give them a voice, and let them vent. Listening is the most powerful way to demonstrate respect.
- **Explain** - Explain what you're doing, what they can do, and what's going to happen.
- **Equity** - Tell them why you are taking action. The reason must be fair and free of bias, and show that their side of the story was considered.
- **Dignity** - Act with dignity, and leave them with their dignity.



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FINAL IMPORTANT POINT: Officer Safety

Officer safety is never compromised. Good Officer Presence is also about recognizing danger signs and maintaining a safe distance. It is also about recognizing and anticipating a dynamic situation. Have confidence that you can successfully complete any call in any situation.

Good Officer Safety is also about being intelligent and knowing when it is better to wait for backup or take a different approach. Good Officer Safety is using reasonable force when necessary and understanding this concept with articulation.

Finally; following the LEED Model is good Officer Safety. If you are disrespectful to people, GUARANTEED you will get in more fights; jeopardizing your safety as well as alienating the citizens you serve. Treating people with dignity and respect along with a constitutional foundation will result in less physical confrontations and most importantly; build the trust the community deserves.

- Officer Safety is paramount and is never jeopardized.
- Officer Safety goes hand in hand with a good Officer Presence.



BREAK/END OF SESSION

