



Law Enforcement Training Advisory Commission

840 S. Spring Street, Suite B • Springfield, IL 62704

Phone (217) 726-7014 • Fax (217) 726-7833 • Email letac@mtu10.com • Website www.letac.org

Robert S. Crouch, Director

ARRESTING COMMUNICATION

February 22-23, 2018

8:00 a.m. - 4:00 p.m.

LETAC Training Center

840 S. Spring Street, Suite B
Springfield, IL 62704

Meets the following mandated training requirements: Use of Force & Procedural Justice

Instruction by: Calibre Press

Who should attend: This course is designed for officers of all ranks and assignments, and focuses on presenting students with simple yet realistic and effective techniques that will improve both their verbal and nonverbal communication skills *immediately*. Current events, case studies, and in particular videos of real events, are utilized to teach students successful interactions skills.

Course content: *Arresting Communication's* premise is that a police officer's primary professional goal is to control, redirect and influence people's immediate behavior. Whether it's stopping a fight, comforting victims, calming the irrational, detecting danger and deception or developing rapport with suspects, success is dependent on an officer's ability to manage stress and effectively communicate. This class will teach you how to read people, determine what they need, to pick up on subtle verbal and non-verbal cues and to use the appropriate body language and words to influence behavior and arrive at successful outcomes.

The goals of the course include but aren't limited to the following:

- 1) Examining the importance of being human behavior specialists and communication experts
- 2) Achieving a practical understanding of an officer's primary goal as civilian peace officers
- 3) Learning about the need to establish balance when it comes to decisions and behavior
- 4) Examining performance stress & its effect on the ability to communicate effectively during emotionally charged disputes
- 5) Learning how to effectively manage conflict and expertly deescalate the irate
- 6) Developing a proficiency in reading people, body language and paralinguistics
- 7) Learning how to build rapport, identify deception and detect pre-attack cues
- 8) Establishing a *Communication Protocol* for the organization as a whole.

Non-Member Tuition: \$160.00. Non-Member tuition shall apply to State/Federal agencies, Local Law Enforcement agencies which are not a member of any MTU, Local Law Enforcement agencies which are members of non-reciprocal MTU's (MTU's which do not offer free attendance to local law enforcement agencies outside of their own MTU). Tuition will be invoiced to departments upon course completion. If a pre-registered student from a Non-Member agency fails to

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attend training, and the agency fails to provide advance notice within 7 days of the start date of that class, the agency will be invoiced the entire amount of the student's tuition.

To Register: Email registration to register@letac.org. You may also fill out and submit our online registration form through the website at www.letac.org or call 217-726-7014 to register by phone (be sure to include all pertinent information). MTU #10 local member department officers will be given registration preference until seven days prior to the date of class. After that date, registrations will be taken on a first-come, first-served basis, regardless of MTU status. We cannot accept registrations from individual officers. All registrations must go through your Chief, Sheriff, or department training office, even if you are attending class on your own time.

Cancellation: If a class must be canceled for any reason, every effort will be made to do so at least 2 weeks before the class is scheduled to begin. However, there are circumstances where last minute cancellation is out of our control. All officers who have been registered for training will be contacted at the email address given at registration, so please be sure to provide an email address which is checked often.