









Tactical Communication Workshop At-a-Glance

GOALS

- ◆ Improve responder-citizen relationships
- ◆ Avoid escalation of conflict
- ◆ Reduce citizen complaints
- ◆ Improve safety of citizens and responders

<p>Improve Relationships Between First Responders and Citizens Within the Community</p>	<p>Understand hidden rules of all the economic classes</p> 	<p>Good relationships are a key component of community policing</p> 	<p>The ability to obtain critical information is enhanced</p> 
<p>Avoid Escalation of Conflict</p>	<p>Application of hidden-rule understanding improves interpersonal communication</p> 	<p>Using tactical recommendations reduces escalation of conflict</p> 	<p>Reduced opportunities for escalation enhance opportunities for positive outcomes</p> 
<p>Improve Safety for Both Citizens and First Responders</p>	<p>Less escalation improves safety</p> 	<p>Hidden-rule strategies reduce citizen complaints</p> 	<p>Improve relationships using less force and with safer resolutions</p> 