

Verbal Judo

Detention and Removal Operations Training
Division

DRO6340.01

April 2009



**U.S. Immigration
and Customs
Enforcement**

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Lesson Plan Overview

Course Title		Verbal Judo			
Course Number		DRO6340.01			
Course Duration		4 hours			
Lecture Time	Lab Time	PE/Exam Time	Total Time	Programs	Applicable Portions
4 hours			4 hours	Alert D DRATP Alert I	All EPOs
Course Description		This course provides the student with the skills to tactically communicate with people to accomplish their professional goals.			
Terminal Performance Objective (TPO)		Given an encounter with a difficult person, the student will use tactical verbal skills to elicit voluntary compliance in order to accomplish the DRO mission.			
Enabling Performance Objectives (EPO)		<ol style="list-style-type: none"> 1. Identify aspects of officer safety; 2. Identify traits of enhanced professionalism; 3. Identify methods to decrease citizen complaints; 4. Identify methods to decrease vicarious liability; 5. Demonstrate methods to use Verbal Judo to decrease or eliminate personal stress on the job and at home; 6. Demonstrate methods to obtain voluntary compliance. 			
Instructional Methods		<ul style="list-style-type: none"> • Lecture 			
Method of Evaluation		<ul style="list-style-type: none"> • N/A 			
Classroom Requirements		<ul style="list-style-type: none"> • Seating for 24 students, PC and projection equipment for instructor. 			
Instructor Materials/ Resources		<ul style="list-style-type: none"> • Instructor Guide • Presentation Slides • Instructor station with presentation equipment and internet access 			

Lesson Plan Overview

Student Materials/ Resources	<ul style="list-style-type: none">• Participant Workbook for each student
Instructor Special Requirements	<ul style="list-style-type: none">• Must be certified through the Verbal Judo Institute to instruct this Verbal Judo course.
Student Special Requirements	<ul style="list-style-type: none">• There are no special requirements
Role-Players	N/A

Curriculum Development and Review Team

Developed by:	Date
(b)(6), (b)(7)(C) Deportation Officer, ICE/DRO Academy	04/2009
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Revised by:	Date

Summary of revisions:

Reviewed by:	Date
(b)(6), (b)(7)(C) Branch Chief, ICE Academy, Charleston	April 2009

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Introduction

PURPOSE OF COURSE

This course provides the student with the skills to tactically communicate with people to accomplish their professional goals.

ENABLING PERFORMANCE OBJECTIVES

1. Identify aspects of officer safety;
2. Identify traits of enhanced professionalism;
3. Identify methods to decrease citizen complaints;
4. Identify methods to decrease vicarious liability;
5. Demonstrate methods to use Verbal Judo to decrease or eliminate personal stress on the job and at home;
6. Demonstrate methods to obtain voluntary compliance.

What is Verbal Judo?

Simply stated, Verbal Judo is the gentle art of persuasion. Through the use of Verbal Judo we may, in many instances, be able to redirect difficult people toward voluntary compliance. Verbal Judo uses tactical verbal skills to defuse confrontations with difficult people.

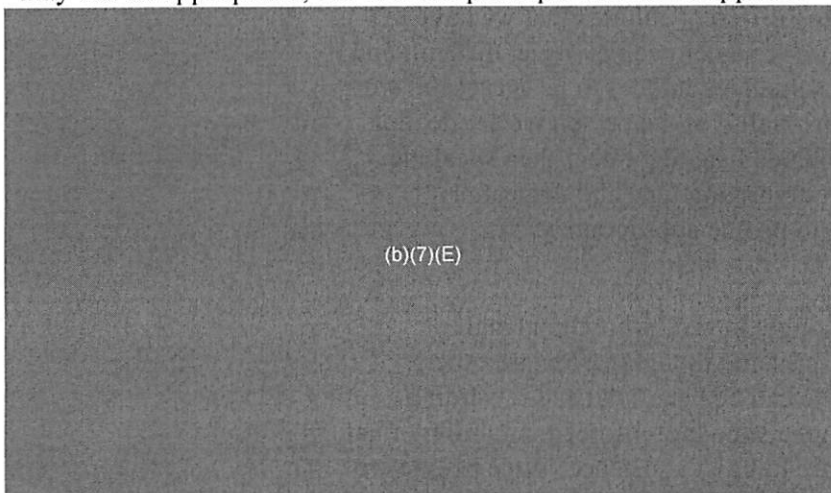
EPO 1

Officer Safety

Topic 1: Introduction

The majority of our contacts with other people are verbal. As law enforcement officers or members of a law enforcement organization our initial encounter with a person may reveal what the outcome of the encounter will be. As we approach the individual(s) we should immediately take note of our surroundings and any obvious dangers. We should then analyze the person's demeanor, attitude and physical appearance. Is he irate, intoxicated, friendly, injured, etc.? Before discussing the application of verbal techniques let's discuss the SAFER principle.

When words fail or our initial indication is that verbal techniques may not be appropriate, the SAFER principle should be applied:



We must act when one or more of these conditions are present!
We also must be prepared to justify selection of force options per the Use of Force policy.

Topic 2: Body Language

Another aspect of safety includes the analysis of body language. The person's appearance, body language, tone of voice, presence of weapons etc, may indicate that an assault or flight is imminent. Those of us who are law enforcement officers must rely on our training and personal skill to handle the situation as outlined in the Use of Force policy.

Civilians should immediately request assistance from an officer/supervisor in such cases and make every effort to remove themselves from potentially dangerous situations.

EPO 2

Identify traits of enhanced professionalism.

Topic 1: Professional face v. Personal face

We all have personal issues that affect our daily lives and thusly our demeanor. Numerous things occur that may affect our attitudes toward others including our co-workers. As DRO employees we must remember that we represent the Federal Government and to that end we must lay our personal problems and prejudices aside in order to accomplish the mission. When on duty we must continuously wear our "professional face". Law enforcement personnel are often subjected to verbal abuse.

As such, we must show disinterest in verbally abusive situations. It is clear that there are many different cultures that we have to deal with but there are only 3 kinds of people. Nice, difficult and sneaky. In order for Verbal Judo techniques to be successful we first must recognize the personality of the person we are dealing with. Professional traits include listening rather than speaking, being open and unbiased, interpreting tone and demeanor accurately and responding to people appropriately.

Topic 2: Types of people

Nice- The nice person is “single keyed” whose goal and demeanor is to be nice, helpful and thoughtful toward others. Encounters with nice people can be beneficial and rewarding. The nice person typically greets the law enforcement professional with respect and has a desire to be of assistance. Nice people are typically law abiding and accept correction/direction from law enforcement personnel graciously.

Be wary though that the nice person may be transformed by our attitudes into a difficult or sneaky person. If our personal face comes through and we verbally abuse or belittle a nice person you may quickly convert them to becoming difficult. Any assistance that we may have received from them may now be out of reach. It is very difficult to sway a jaded nice person back to our side.

Difficult- Difficult people are “multi-keyed”. Typically they may be anti law enforcement and disrespectful. A difficult person may have at one time been “nice” but due to negative past contact or being thrust into a negative situation are now difficult. Easily recognized by body language and tone, difficult people may be swayed. They are often compliant but argumentative.

Sneaky- Sneaky people are “single keyed” with their goal often being to deceive us into believing they are nice. The sneaky person may have ulterior motives and may give the initial impression of being willing to help. Many career or habitual criminals are sneaky. The sneaky person, unlike the difficult person, may be hard to recognize. They may attempt to con us into obtaining a benefit or to give themselves an opportunity to act against us or undermine our mission.

EPO 3

Identify methods to decrease citizen complaints.

Topic 1: Tone

Attitude and tone are the most dangerous weapons we carry. If we use what would normally be considered “caring” words toward someone but in a sarcastic, demeaning or insolent tone, are people going to believe the words or the tone? The tone of course. Always maintain a courteous, professional tone when addressing people. Remember that being casual is not the same as being unprofessional. Often times a softer, more casual tone takes difficult people by surprise and deflects their anger.

Topic 2: Professional Demeanor

Our mere presence at times can serve to either calm a situation or escalate it. If your demeanor toward a person represents anger, fear or prejudice, what type of response might you expect to receive? If we appear to the receiver as being disinterested, what type of compliance should we expect? Remember, we are trying to obtain voluntary compliance. Also remember that as law enforcement professionals we are expected to exercise greater restraint than that of the general public.

EPO 4

Identify methods to decrease vicarious liability.

Topic 1: Complaints

By far, the majority of complaints against law enforcement personnel that are received by supervisors, concern perceived rudeness, prejudice or biasness. It would be especially difficult to justify to your supervisor if witnesses or worse, the media, had evidence showing that you behaved unprofessionally. Once again, as law enforcement personnel and Federal employees, we are held to a higher standard. Wearing our professional face at all times, even during casual contact, will ensure that we will be able to describe our reasoning and justify our conduct.

Topic 2: Lawsuits

Officers and other law enforcement personnel who handle citizen encounters skillfully and professionally are less likely to generate complaints and lawsuits. Using Verbal Judo techniques, personnel will be able to explain their behavior based on recognized, professional principles. Using sound verbal tactics in conjunction with staying within agency policy guidelines dramatically decrease personal and professional liability.

EPO 5

Demonstrate methods to use Verbal Judo to decrease or eliminate personal stress on the job and at home.

Topic 1: Verbal Judo philosophy

Verbal judo teaches a philosophy of how to look creatively at conflict and use specific strategies and tactics to find peaceful resolutions. Once mastered, these tactics can benefit us in our personal lives as well as our professional lives. Dealing with the public, especially during difficult law enforcement type encounters can prove to be emotionally trying. Maintaining a professional face is crucial if we are to remain under emotional control. If we are able to remain under control at work then it stands to reason that applying the same techniques should allow us to be in emotional control during personal events as well.

Topic 2: Techniques

So what are the techniques we can use to stay in control?

Body language/demeanor- Know that we take on different roles in our daily lives. Our self perception may completely differ from how others may perceive us. Our outward appearances, how we carry ourselves, essentially set the stage for our contact with others.

Voice and tone- Imagine being upset because you are involved in a personally traumatic event or situation. Then imagine a complete stranger yelling at you to “calm down!”. The “calm down” effect rarely achieves what we would hope for it to achieve. Generally ordering someone to calm down has an opposite effect, indicating to the person that they are not allowed to be upset or to experience the feelings they are feeling. Using deflectors that show we can empathize, or see through someone else’s eyes may calm an otherwise chaotic situation. Deflectors may include statements such as:

I understand what you're saying and...

I hear what you are saying but...

I can appreciate that and...

I hadn't thought of that...

Generally these sorts of deflectors should be coupled and combined with a solution or an option. People like to be given an option rather than a direct order. People also like to understand why they are being told to do something. It may take a couple of extra minutes to explain something but may very well be worth it in the long run, especially if it accomplishes the immediate goal. People, including our family members and associates, want to know that we are willing to help. Saying supportive things, even in the face of adversity, can help to turn a situation to our advantage. Remember that people also want to know what is in it for them to cooperate. If you can point out the silver lining to them or otherwise explain that things can get worse without their cooperation you may accomplish your goal.

EPO 6

Demonstrate methods to obtain voluntary compliance.

Topic 1: The tactical 8 step pattern

The tactical 8 step pattern is a generic plan of action for making "official" contact with any subject. Although this plan is generally geared toward law enforcement contacts it is easily adaptable to other types of encounters:

Appropriate greeting- "Yo hey there slim shady" might be appropriate in some situations but certainly not during a professional contact. During initial contact, you should refer to the individual as "sir" or "ma'm" as a sign of respect. First impressions mean a lot!

Identify self/agency- give your name, official title, and agency.

Explain the reason for the contact- people are more willing to cooperate with you if they understand the circumstance of the encounter. Although it may be acceptable to use a minor ruse to initiate some contacts, generally if any enforcement action is to be taken we must explain exactly who we are and the reason for the action.

Any justifiable reason for...- this step is generally reserved for situations that were precipitated by some sort of enforcement activity but may apply during OSUP reporting and things of that nature.

Ask for identification- during professional law enforcement related contacts it is perfectly acceptable to request identification from your contact. If the person is a consent giver or a witness, positive identification can decrease liability and false claims of misconduct. If the person is the subject of an investigation, then positive identification is necessary for obvious reasons.

Request additional information- this step may actually happen sooner than later. For example, if consent to enter a dwelling is granted we probably would like to know about the existence and availability of weapons in the home as well as the presence of other people or animals in the home. People may also be able to give information on other persons of interest or possible violations.

Decision stage- again this step is mostly taken during an enforcement type operation. Decisions may include if an arrest will be made, if some form of discretion will be exercised, etc. This step is also used during determinations for gathering of medications, care for minor children, securing residences, property and vehicles and locating travel documents or other forms of identification.

Appropriate close- as important as the greeting and may leave a lasting impression. Try to avoid telling someone in adverse situations to “have a nice day”. You may thank them for their cooperation and give them information vital to arrestee’s whereabouts, what the next step is etc.

Topic 2: The Tactical 5-step pattern

The Tactical 5-step pattern is used when resistance is encountered. It is a generic plan of action for how to deal with initial resistance from “difficult” people”.

Ask- use an interrogative voice. Basically ask why the person is being difficult.

Set Context- use a declarative voice. Tell them why you want them to do it.

Give Options- use a friendly voice. This is basically the “we can do this the easy way or the hard way” stage.

Confirm Noncompliance- use a friendly but firm voice. “Sir” or “ma’m”, is there anything I can say to earn your cooperation at this time? I’d like to think so...”

Act- now it’s time to either disengage or escalate. Remember that there may be underlying reasons why the person will not comply. Issues such as language, race, sex, ethnicity, etc. all can play a role. There is no shame in switching roles with your cover officer especially if language is an issue and the other officer is more proficient.

Summary

Verbal Judo has offered us tactics that have predictable results, tactics that enable us to relate to others under the most sudden and trying circumstances. Remember that these tactics benefit us in our professional and personal lives.

ENABLING PERFORMANCE OBJECTIVES

1. Identify aspects of officer safety;
2. Identify traits of enhanced professionalism;
3. Identify methods to decrease citizen complaints;
4. Identify methods to decrease vicarious liability;
5. Demonstrate methods to use Verbal Judo to decrease or eliminate personal stress on the job and at home;
6. Demonstrate methods to obtain voluntary compliance.

TAKE AWAYS

Do not talk when “SAFER” becomes an issue, Act.

LABORATORY

None

Assessment

None

References:

Verbal Judo-Redirecting Behavior with Words; George J. Thompson, Ph.D.; Verbal Judo Institute

Verbal Judo-The Gentle Art of Persuasion; George J. Thompson, Ph.D. and Jerry B. Jenkins; Verbal Judo Institute

Verbal Judo Instructors Guide; with permission of George J. Thompson, Ph.D., Verbal Judo Institute

Verbal Judo

Enforcement and Removal Operations
Training Division

ERO6340.01

April 2009



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and Customs
Enforcement**

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Course Number		ERO6340.01			
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Enabling Performance Objectives (EPO)		<ol style="list-style-type: none"> 1. Identify aspects of officer safety; 2. Identify traits of enhanced professionalism; 3. Identify methods to decrease citizen complaints; 4. Identify methods to decrease vicarious liability; 5. Demonstrate methods to use Verbal Judo to decrease or eliminate personal stress on the job and at home; 6. Demonstrate methods to obtain voluntary compliance. 			
Instructional Methods		<ul style="list-style-type: none"> • Lecture 			
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Role-Players	N/A

Curriculum Development and Review Team

Developed by:	Date
b6, b7c Deportation Officer, ICE/ERO Academy	04/2009
b6, b7 Deportation Officer, ICE/ERO Academy	
Revised by:	Date

Summary of revisions:

Reviewed by:	Date
b6, b7c Branch Chief, ICE Academy, Charleston	April 2009

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EPO 1

Officer Safety

Topic 1: Introduction

The majority of our contacts with other people are verbal. As law enforcement officers or members of a law enforcement organization our initial encounter with a person may reveal what the outcome of the encounter will be. As we approach the individual(s) we should immediately take note of our surroundings and any obvious dangers. We should then analyze the person's demeanor, attitude and physical appearance. Is he irate, intoxicated, friendly, injured, etc.? Before discussing the application of verbal techniques let's discuss the SAFER principle.

Introduce and explain the Verbal Judo Institute and Dr. Thompson.

Stress to the students that the goal of VJ is to lessen the need for physical force and to generate voluntary compliance.

When words fail or our initial indication is that verbal techniques may not be appropriate, the SAFER principle should be applied:

Security-

Whenever others are in imminent jeopardy-ACT!

Whenever property under your control is threatened-ACT!

Attack-

Whenever your personal danger zone is violated-ACT!

Based upon your training and the situation.

Flight-

Whenever a subject unlawfully flees your presence-ACT!

Excessive Repetition-

When you have exhausted all verbal options-ACT!

Revised Priorities-

Whenever a matter of a higher priority requires your immediate attention or presence-ACT!

We must act when one or more of these conditions are present!

We also must be prepared to justify selection of force options per the Use of Force policy.

Topic 2: Body Language

Another aspect of safety includes the analysis of body language. The person's appearance, body language, tone of voice, presence of weapons etc, may indicate that an assault or flight is imminent. Those of us who are law enforcement officers must rely on our training and personal skill to handle the situation as outlined in the Use of Force policy.

Civilians should immediately request assistance from an officer/supervisor in such cases and make every effort to remove themselves from potentially dangerous situations.

EPO 2

Identify traits of enhanced professionalism.

Topic 1: Professional face v. Personal face

We all have personal issues that affect our daily lives and thusly our demeanor. Numerous things occur that may affect our attitudes toward others including our co-workers. As ERO employees we must remember that we represent the Federal Government and to that end we must lay our personal problems and prejudices aside in order to accomplish the mission. When on duty we must continuously wear our "professional face". Law enforcement personnel are often subjected to verbal abuse.

Stress to the students that an officer/employee should not be talking when they should be acting. Personal safety is paramount!

Discuss offensive signs like facial expressions, blading the body, clenched fists, etc

Explain that the subject may display the personal face. We always display the professional face.

As such, we must show disinterest in verbally abusive situations. It is clear that there are many different cultures that we have to deal with but there are only 3 kinds of people. Nice, difficult and sneaky. In order for Verbal Judo techniques to be successful we first must recognize the personality of the person we are dealing with. Professional traits include listening rather than speaking, being open and unbiased, interpreting tone and demeanor accurately and responding to people appropriately.

Topic 2: Types of people

Nice- The nice person is “single keyed” whose goal and demeanor is to be nice, helpful and thoughtful toward others. Encounters with nice people can be beneficial and rewarding. The nice person typically greets the law enforcement professional with respect and has a desire to be of assistance. Nice people are typically law abiding and accept correction/direction from law enforcement personnel graciously.

Be wary though that the nice person may be transformed by our attitudes into a difficult or sneaky person. If our personal face comes through and we verbally abuse or belittle a nice person you may quickly convert them to becoming difficult. Any assistance that we may have received from them may now be out of reach. It is very difficult to sway a jaded nice person back to our side.

Difficult- Difficult people are “multi-keyed”. Typically they may be anti law enforcement and disrespectful. A difficult person may have at one time been “nice” but due to negative past contact or being thrust into a negative situation are now difficult. Easily recognized by body language and tone, difficult people may be swayed. They are often compliant but argumentative.

Sneaky- Sneaky people are “single keyed” with their goal often being to deceive us into believing they are nice. The sneaky person may have ulterior motives and may give the initial impression of being willing to help. Many career or habitual criminals are sneaky. The sneaky person, unlike the difficult person, may be hard to recognize. They may attempt to con us into obtaining a benefit or to give themselves an opportunity to act against us or undermine our mission.

Give the students examples of the three types of people and relate personal experiences you have had when dealing with these people.

Explain how nice people may become difficult due to OUR actions.

EPO 3

Identify methods to decrease citizen complaints.

Topic 1: Tone

Attitude and tone are the most dangerous weapons we carry. If we use what would normally be considered “caring” words toward someone but in a sarcastic, demeaning or insolent tone, are people going to believe the words or the tone? The tone of course. Always maintain a courteous, professional tone when addressing people. Remember that being casual is not the same as being unprofessional. Often times a softer, more casual tone takes difficult people by surprise and deflects their anger.

Give tone of voice examples.

Topic 2: Professional Demeanor

Our mere presence at times can serve to either calm a situation or escalate it. If your demeanor toward a person represents anger, fear or prejudice, what type of response might you expect to receive? If we appear to the receiver as being disinterested, what type of compliance should we expect? Remember, we are trying to obtain voluntary compliance. Also remember that as law enforcement professionals we are expected to exercise greater restraint than that of the general public.

Explain giving them the last word but we get the last act!

EPO 4

Identify methods to decrease vicarious liability.

Topic 1: Complaints

By far, the majority of complaints against law enforcement personnel that are received by supervisors, concern perceived rudeness, prejudice or biasness. It would be especially difficult to justify to your supervisor if witnesses or worse, the media, had evidence showing that you behaved unprofessionally. Once again, as law enforcement personnel and Federal employees, we are held to a higher standard. Wearing our professional face at all times, even during casual contact, will ensure that we will be able to describe our reasoning and justify our conduct.

Cite personal experience or known complaints if possible.

Topic 2: Lawsuits

Officers and other law enforcement personnel who handle citizen encounters skillfully and professionally are less likely to generate complaints and lawsuits. Using Verbal Judo techniques, personnel will be able to explain their behavior based on recognized, professional principles. Using sound verbal tactics in conjunction with staying within agency policy guidelines dramatically decrease personal and professional liability.

Cite actual cases if possible.

EPO 5

Demonstrate methods to use Verbal Judo to decrease or eliminate personal stress on the job and at home.

Topic 1: Verbal Judo philosophy

Verbal judo teaches a philosophy of how to look creatively at conflict and use specific strategies and tactics to find peaceful resolutions. Once mastered, these tactics can benefit us in our personal lives as well as our professional lives. Dealing with the public, especially during difficult law enforcement type encounters can prove to be emotionally trying. Maintaining a professional face is crucial if we are to remain under emotional control. If we are able to remain under control at work then it stands to reason that applying the same techniques should allow us to be in emotional control during personal events as well.

Topic 2: Techniques

So what are the techniques we can use to stay in control?

Body language/demeanor- Know that we take on different roles in our daily lives. Our self perception may completely differ from how others may perceive us. Our outward appearances, how we carry ourselves, essentially set the stage for our contact with others.

Voice and tone- Imagine being upset because you are involved in a personally traumatic event or situation. Then imagine a complete stranger yelling at you to “calm down!”. The “calm down” effect rarely achieves what we would hope for it to achieve. Generally ordering someone to calm down has an opposite effect, indicating to the person that they are not allowed to be upset or to experience the feelings they are feeling. Using deflectors that show we can empathize, or see through someone else’s eyes may calm an otherwise chaotic situation. Deflectors may include statements such as:

Explain that the techniques will be explained in depth during the 8 step and 5 step phases.

I understand what you're saying and...

I hear what you are saying but...

I can appreciate that and...

I hadn't thought of that...

Generally these sorts of deflectors should be coupled and combined with a solution or an option. People like to be given an option rather than a direct order. People also like to understand why they are being told to do something. It may take a couple of extra minutes to explain something but may very well be worth it in the long run, especially if it accomplishes the immediate goal. People, including our family members and associates, want to know that we are willing to help. Saying supportive things, even in the face of adversity, can help to turn a situation to our advantage. Remember that people also want to know what is in it for them to cooperate. If you can point out the silver lining to them or otherwise explain that things can get worse without their cooperation you may accomplish your goal.

Give more examples of deflectors and explain the need to provide options.

EPO 6

Demonstrate methods to obtain voluntary compliance.

Topic 1: The tactical 8 step pattern

The tactical 8 step pattern is a generic plan of action for making "official" contact with any subject. Although this plan is generally geared toward law enforcement contacts it is easily adaptable to other types of encounters:

Explain the difference in using these steps during enforcement activities versus office encounters, such as bond posting, OSUP reporting, etc.

Appropriate greeting- "Yo hey there slim shady" might be appropriate in some situations but certainly not during a professional contact. During initial contact, you should refer to the individual as "sir" or "ma'm" as a sign of respect. First impressions mean a lot!

Identify self/agency- give your name, official title, and agency.

Explain the reason for the contact- people are more willing to cooperate with you if they understand the circumstance of the encounter. Although it may be acceptable to use a minor ruse to initiate some contacts, generally if any enforcement action is to be taken we must explain exactly who we are and the reason for the action.

Any justifiable reason for...- this step is generally reserved for situations that were precipitated by some sort of enforcement activity but may apply during OSUP reporting and things of that nature.

Ask for identification- during professional law enforcement related contacts it is perfectly acceptable to request identification from your contact. If the person is a consent giver or a witness, positive identification can decrease liability and false claims of misconduct. If the person is the subject of an investigation, then positive identification is necessary for obvious reasons.

Request additional information- this step may actually happen sooner than later. For example, if consent to enter a dwelling is granted we probably would like to know about the existence and availability of weapons in the home as well as the presence of other people or animals in the home. People may also be able to give information on other persons of interest or possible violations.

Decision stage- again this step is mostly taken during an enforcement type operation. Decisions may include if an arrest will be made, if some form of discretion will be exercised, etc. This step is also used during determinations for gathering of medications, care for minor children, securing residences, property and vehicles and locating travel documents or other forms of identification.

Appropriate close- as important as the greeting and may leave a lasting impression. Try to avoid telling someone in adverse situations to “have a nice day”. You may thank them for their cooperation and give them information vital to arrestee’s whereabouts, what the next step is etc.

Topic 2: The Tactical 5-step pattern

The Tactical 5-step pattern is used when resistance is encountered. It is a generic plan of action for how to deal with initial resistance from “difficult” people”.

Ask- use an interrogative voice. Basically ask why the person is being difficult.

Set Context- use a declarative voice. Tell them why you want them to do it.

Explain to non-enforcement personal that they should seek immediate assistance if a person becomes difficult.

Give Options- use a friendly voice. This is basically the “we can do this the easy way or the hard way” stage.

Confirm Noncompliance- use a friendly but firm voice. “Sir” or “ma’m”, is there anything I can say to earn your cooperation at this time? I’d like to think so...”

Act- now it’s time to either disengage or escalate. Remember that there may be underlying reasons why the person will not comply. Issues such as language, race, sex, ethnicity, etc. all can play a role. There is no shame in switching roles with your cover officer especially if language is an issue and the other officer is more proficient.

Explain that when it comes time to act, it must be done within legal authority and policy.

Summary

Verbal Judo has offered us tactics that have predictable results, tactics that enable us to relate to others under the most sudden and trying circumstances. Remember that these tactics benefit us in our professional and personal lives.

ENABLING PERFORMANCE OBJECTIVES

1. Identify aspects of officer safety;
2. Identify traits of enhanced professionalism;
3. Identify methods to decrease citizen complaints;
4. Identify methods to decrease vicarious liability;
5. Demonstrate methods to use Verbal Judo to decrease or eliminate personal stress on the job and at home;
6. Demonstrate methods to obtain voluntary compliance.

TAKE AWAYS

Do not talk when “SAFER” becomes an issue, Act.

Reiterate that personal and public safety is paramount.

LABORATORY

None

Assessment

None

References:

Verbal Judo-Redirecting Behavior with Words; George J. Thompson, Ph.D.; Verbal Judo Institute

Verbal Judo-The Gentle Art of Persuasion; George J. Thompson, Ph.D. and Jerry B. Jenkins; Verbal Judo Institute

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Approval Page

Approved by:

Section Chief, Division	Date
Unit Chief	Date
Director, Office of Training and Development	Date
Division Representative (ERO, OI, OPR, INTEL, FPS)	Date

The signature of the Division Representative, but if present indicates that the content presented in this lesson plan is accurate.

**U.S. DEPARTMENT OF HOMELAND SECURITY
IMMIGRATION AND CUSTOMS ENFORCEMENT
ACADEMY**

**DRO TRAINING DIVISION
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LESSON PLAN

VERBAL TECHNIQUES

09/08