

Verbal Techniques

Detention and Removal Operations Training
Division

DRO7050.01

March 2009



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



This document is not to be released outside the ICE Academy without the written permission of the ICE Office of Training and Development (HQ).

III. Summary

As Law enforcement Officers your world is highly visible -you basically live and speak in a fishbowl for all to see. Every time you speak or act people are watching you. Be aware that someone may be video-taping you or catching your actions by cell phone.

Remember to stay calm in the midst of conflict, work to deflect verbal abuse and offer empathy in the face of antagonism.

The most effective law enforcement tool you possess is verbal communication, persuasion through voluntary compliance-only you can make it happen with good verbal communication.

Lesson Plan Overview

Course Title		Verbal Techniques			
Course Number		DRO7050.01			
Course Duration		2 hours			
Lecture Time	Lab Time	PE/Exam Time	Total Time	Programs	Applicable Portions
2 Hours			2 hours	FOTP ALERT D	All EPOs
Course Description		In this course officers will be introduced to verbal techniques useful in obtaining voluntary compliance with the ICE Mission.			
Terminal Performance Objective (TPO)		Given field situations whereby officers make contact at a residence or a business, officers will be introduced to verbal techniques useful in obtaining consent for voluntary compliance. The successful completion of the ICE mission in locating and removing all deportable aliens is dependent upon officer's ability to communicate in a manner that seeks voluntary compliance.			
Enabling Performance Objectives (EPO)		<ol style="list-style-type: none"> 1. Identify the key points in an initial verbal encounter. 2. Identify verbal strategies. 3. Identify methods of redirecting focus. 			
Instructional Methods		<ul style="list-style-type: none"> • Lecture • Discussion • Demonstration 			
Method of Evaluation		Instructor will critique officer's performance during the FOTP course's practical exercise.			
Instructor Materials/ Resources		<ul style="list-style-type: none"> • Instructor guide • Presentation slides 			
Classroom Requirements		Group classroom (6 table groups with instructor station including computer, projector, and screen			

Lesson Plan Overview

Student Materials/ Resources	Participant workbook for each student
Instructor Special Requirements	None
Student Special Requirements	None
Role-Players	None

Curriculum Development and Review Team

Developed by:

(b)(6), (b)(7)(C) CDI, DRO Advanced

Date

September 2008

Revised by:

(b)(6), (b)(7)(C) CDI, DRO Advanced

(b)(6), (b)(7)(C) HQDRO, NFOP

Date

December 2008

March 2009

Summary of revisions: Revised by HQFOU with help of DRO Advanced within the context of new policy memos and practices.

Reviewed by:

(b)(6), (b)(7)(C) Branch Chief Specialties, ICE Academy (Advanced)

(b)(6), (b)(7)(C) Section Chief, ICE Academy (Advanced)

Date

March 2009

March 2009

Table of Contents

Introduction.....	1
Purpose of Course.....	1
Enabling Performance Objectives	1
Key points in an initial encounter	1
EPO 1.....	1
Identify the key points in an initial verbal encounter.....	1
Introduction, Motivation, and Rapport.....	1
Topic 1: Identify Yourself.....	1
Topic 2: Obtaining Voluntary Consent	2
Identify Verbal Strategies	2
EPO 2.....	2
Identify verbal strategies for seeking voluntary compliance.	2
Topic 1: Important factors in identifying verbal avenues of approach.	2
Topic 2: How can we make voluntary compliance happen?.....	2
Topic 3: The use of empathy in a verbal encounter.	3
Redirecting focus	4
EPO 3.....	4
Identify methods of redirecting focus	4
Topic 1: Dealing with difficult people.	4
Topic 2: Threat traps	4
Topic 3: The “CALM DOWN!” effect.	5
Summary	6
Enabling Performance Objectives	6
Take Aways	6
Laboratory.....	6
Assessment.....	7
Resources	8
Handouts.....	8
Application Materials	8
Approval Page.....	9

Introduction

PURPOSE OF COURSE

In this course officers will be introduced to verbal techniques useful in obtaining voluntary compliance with the ICE Mission. In simulated deportation activities, the ICE officer will utilize verbal techniques to seek voluntary compliance.

ENABLING PERFORMANCE OBJECTIVES

1. Identify the key points in an initial verbal encounter.
2. Identify verbal strategies.
3. Identify methods of redirecting focus.

Key points in an initial encounter

EPO 1

Identify the key points in an initial verbal encounter.

Introduction, Motivation, and Rapport

It is clear that the vast majority of police work is verbal not physical. In the scope of ICE operations a great majority of work is also verbal —communication.

A contact officer’s verbal skills are critical in assessing an initial encounter, obtaining consent to enter a residence and deflecting verbal antagonism.

Topic 1: Identify Yourself

(b)(7)(E)
 (b)(7)(E) It is of utmost importance when seeking voluntary compliance or consent that those individuals with whom you are dealing understand who you are. This also serves to let them know that you carry a certain amount of authority. Know your law, authority, what you can enforce and how can you enforce it. Focus on the mission, as your ability to succeed may depend upon your ability to use words skillfully.

ESTABLISH CREDIBILITY “We are with the Department of Homeland Security conducting an investigation”. This will lend credence to your presence and add weight to the importance of your interaction with the individual.

Discuss: What is the investigation? Seeking criminal fugitive aliens.

Topic 2: Obtaining Voluntary Consent

(b)(7)(E)

Discuss the use of the word "SEARCH".

If the situation requires you need to enter into a place where there is a reasonable expectation of privacy, absent a criminal search warrant or arrest warrant we are **required** to gain voluntary consent. Using verbal techniques helps to ensure voluntary compliance.

Identify Verbal Strategies

EPO 2

Identify verbal strategies for seeking voluntary compliance.

Topic 1: Important factors in identifying verbal avenues of approach.

Explain the purpose of your visit. Explain that you are conducting an investigation and looking for a violator or person of interest. Some considerations regarding your initial contact are:

The public will also perceive your body language.

- Your mere presence;
- The way you carry yourself;
- The way you stand;
- The feelings you project on your face;
- Your tone/verbal communication.

An officer needs to identify and recognize body language. What you observe in a person may dictate how you communicate with them.

Topic 2: How can we obtain voluntary compliance?

Find an angle "Why should this person help us or how would it benefit them, the neighborhood or community in our investigation/operation?" As ICE officers we are looking for criminal aliens, fugitives, sexual offenders, etc.

A LEO's ability to succeed in their mission and avoid legal issues is highly dependent upon their ability to communicate effectively.

When dealing with individuals where you are seeking information, or seeking to confirm information you already possess, ask intelligence gathering questions. Remember, most of our contacts are based upon consensual encounters. Therefore ensure the communication you have with the individual is designed to expeditiously elicit the information you need to further your mission.

FOT members communicate with individuals from all aspects of society. It is vital they utilize good verbal skills to convey information, obtain information, obtain consent to enter and look around or get compliance from an individual.

Some examples of intelligence gathering questions posed to elicit information important to officer safety concerns and the mission at hand during a consensual encounter are:

- What is your last name sir/ms.?
- Are you the homeowner?
- How many people live here?
- How many people are here now?
- Are there any guns/weapons in the house?
- If, so where are they located?
- Do you have any dogs in the house? Are they restrained?

Topic 3: The use of empathy in a verbal encounter.

The use of empathy in communicating with individuals can help to absorb tension. Empathy is a powerful communication skill that is often misunderstood and underused.

The origin of the word *empathy* dates back to the 1880s, when German psychologist Theodore Lipps coined the term "einfuhlung" (literally, "in-feeling") to describe the emotional appreciation of another's feelings. Empathy has further been described as the process of understanding a person's experience by vicariously sharing that experience all the while maintaining an observer's stance.

To empathize is:

- To understand;
- To see through the eyes of another;
- Standing/walking in another's shoes;
- To understand where they are coming from.

The use of empathy in communicating with individuals can help to absorb tension.

Social barriers
Discuss how this information is relevant to ICE Officers.

Redirecting focus

EPO 3

Identify methods of redirecting focus

Topic1: Dealing with difficult people.

When seeking voluntary compliance from a difficult person, explain early on what is in it for them. Show them, as clearly and specifically as possible, what they have to gain by cooperating.

(b)(7)(E)

When difficult people challenge your authority it is usually pointless to explain why you have asked or told them to do something. Why?

1. They don't care about your authority.
2. May not care of consequences of failing to obey.

But they are always interested in how the deal might benefit them. The "deal" itself does not have to be anything.

Topic 2: Threat traps

Avoid verbal threats, for instance, "I'm not going to say this again"

This threat traps you because if you're really not going to repeat yourself you are left with only one option---ACTION. If you are not prepared or don't have the authority to take the action you stated, you will lose credibility.

When dealing with uncooperative or difficult people:

Your mind set/attitude should be "say what you want but do as I say".

An exception would be a person whose words serve only to inflate him with adrenaline making him or his companions agitated. This serves to create an officer safety issue.

Topic 3: The “CALM DOWN” effect.

There are times when dealing with individuals who become excited or upset. Watch yourself in the mirror and try scrunching your face and shout “CALM DOWN!” Think about the responses you have gotten or you have given when someone has told you to “CALM DOWN!”

Most often this exclamation is inferred as criticism of people’s behavior. This command usually makes people more angry or upset. Now you’ve more than likely created a new problem. Not only is there the matter they were upset about to begin with, now they feel the need to defend their reaction to you.

One way to avoid this type of situation is the use of verbal deflectors. Some common useful verbal deflectors are:

“I understand that, but.”

“I hear that, but...”

“I hadn’t thought of that, but...”

“I can appreciate that, but...”

You show the individual that you empathize with them and their position but you stay focused on the mission as evidenced by ending the verbal deflector with “but” and you steer back to the mission at hand.

Keep in mind you can give the individual the last word because you have the last action. If you take away a person’s last word and have the last act, you may create an uncooperative or violent scenario.

Summary

As Law Enforcement Officers your world is highly visible -you basically live and speak in a fishbowl for all to see. Every time you speak or act people are watching you. Be aware that someone may be video taping you or catching your actions by cell phone.

Remember to stay calm in the midst of conflict, work to deflect verbal abuse and offer empathy in the face of antagonism.

The most effective law enforcement tool you possess is verbal communication and persuasion through voluntary compliance. Only you can make it happen with good verbal communication.

ENABLING PERFORMANCE OBJECTIVES

1. Identify the key points in an initial verbal encounter;
2. Identify verbal strategies;
3. Identify methods of redirecting focus.

TAKE AWAYS

LABORATORY

None

Assessment

None

Resources

HANDOUTS

None

APPLICATION MATERIALS

None

Approval Page

Approved by:

Section Chief, Division	Date
Unit Chief	Date
Director, Office of Training and Development	Date
Division Representative (DRO, 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.

PROGRAM(s): ALERT – I, ALERT- D **DATE:** 11 October 2007

LAB / PE: OPERATIONS SITUATIONAL TRAINING

SCENARIO: WORKSITE ARREST WARRANT

LOCATION: To be set @ FLETC Charleston

INSTRUCTOR GUIDE:

1. Read Scenario Instructions.
2. Brief Role Player.
3. Ensure role player(s) have appropriate props.
4. Ensure role player is outfitted in the appropriate protective gear.

PROPS LISTING:

- (RP) - indicates props brought to scenario location by role player
- (C) - indicates props brought to scenario location by coordinator

(RP) Simmunition Helmet, Gloves, Coveralls

(RP) Photo identification

(C) One long-handle shovel and rake

(C) One set of HIGH Gear.

Officers shall each have eye protection, foam baton, inert spray and NLTA or blankfire SIG handgun with (7) magazines.

SCENARIO OBJECTIVE:

The DRO Officers / Agents will be evaluated on their application of reasonable force during the arrest of a non-compliant subject.

SCENARIO OVERVIEW:

The DRO Officers / Agents have received an administrative warrant of removal for Miguel Cervantes who has failed to appear for removal (i.e. a Bag & Baggage case). The DRO Officers / Agents arrive at the residence /building where Cervantes's is working, knock on the front door, get no answer, but hear someone working in the backyard. The officers will enter the backyard and identify themselves and state their purpose. The role player will

(b)(7)(E)

(b)(7)(E)

VIOLATION(s):

Failure to Appear for Removal, 8 USC 1253(a)(1)(D)

DISPATCH / STUDENT PRE-BRIEF:

You and your partner are assigned to assist the DRO Fugitive Operations unit. FUG OPS has received information that fugitive alien Miguel Cervantes is working for ACME Construction at a residence they are renovating for resale located at _____. ACME is cooperating and has given permission for the DRO Officers / Agents to both enter and search the jobsite. Miguel Cervantes has an administratively final order of removal and has failed to appear for removal after an I-340 bond demand on a \$5,000 bond. He has two prior arrests for disorderly conduct. You are at the jobsite. You knock on the door and get no answer but you hear someone working in the back yard.

EXPECTED SEQUENCE/EVALUATION CRITERIA:

- 1 Conducted visual survey (b)(7)(E)
- 2 Used tactics appropriate for the level of perceived threat.

(b)(7)(E)

5 The level(s) of force used by the LEO(s) appeared reasonable throughout the scenario.

6 Were there any other significant issues or officer safety violations observed? If so explain in the comments section.



ICF Fourth Amendment and Policy Retainers

Briefing Plan

Field Operations Training Program

**U.S. Immigration and Customs Enforcement
Office of Training and Development**

ICE Academy



ICE Fourth Amendment and Policy Refresher

Briefing Plan

Field Operations Training Program