

Tactical Communication For The Contact Professional

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Goals of the Course

- Enhance *PERSONAL SAFETY*
- Enhance Professionalism
- Decrease Complaints
- Decrease Vicarious Liability
- Lessen Stress at [Work & Home](#)

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***The Goal
of The
Professional***

**Generate
Voluntary Compliance**

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The Force Options

1. Professional Presence 97%
2. Words
3. Act **(SAFER)** 3%

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Five Truths that Fit All

- 1 – Treat Everyone with Respect & Dignity
- 2 – Ask rather than Tell People
- 3 – Answer *Why*
- 4 – Offer Options not Threats
- 5 – Give People a Second Chance

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- Say What You Want,
DO What I **SAY!**
- I Have The Last **ACT**,
I **GIVE** You The Last Word!
- **RE**spect Vs. Respect.


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Street Savvy:

“The ability to become who you have to in order to handle the situation before you.”

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Communication

*The Opposite of Talking
Should Be Listening,
But for Most People
It Is Waiting...*

Waiting To

Interrupt!!!

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Keys To Active Listening

1. Be Open and Unbiased
2. Hear Literally
3. Interpret Accurately
4. Respond Appropriately

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Paraphrase

It means to put the other person's perceived MEANING into your WORDS and give it back to them to modify or clarify.

"Let me be sure I understand what you just said!

The other's perceived Meaning in Your Words.

"You're feeling _____, because of _____. True?"

Be Disinterested!

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From The Receiver's Point Of View

Content = 7-10%

Voice = 33-40%

O.N.V. = 50-60%
(Other Non-Verbals)

93% = Delivery Style.

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Voice

- Tone = Attitude **90% of Complaints**
- Pace = Speed
- Pitch = High or Soft
- Modulation: Ebb & Flow; **EMPHASIS**

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*It's Not What You Say,
It's **HOW** You Say It!*

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Other Non - Verbals

- 50 - 60%
- Body Language
- Proxemics: Spatial Relations

If there's a contradiction between
Voice & ONV,
which should you believe?

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“Showtime”

Showtime is a term used to mentally prepare the employee (*tactical mind set*) for the task at hand. It reminds the employee to use only his / her professional face and, to use words that will generate voluntary compliance.

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5 Step

- Ask ???
- Set Context
- Options- Good/bad, Specific
- Confirm- Is there anything I can say to get you to cooperate?
- ACT

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5 Times When Words Fail

- **S** - Security
- **A** - Attack
- **F** - Flight
- **E** - Excessive Repetition
- **R** - Revised Priorities

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