

# **Tactical Communication: Managing Difficult People**

Friday, May 3, 2024

12 PM - 2 PM

Directions: [12 PM to 2 PM EST / 9 AM to 11 AM PST, ZOOM](#)

[Download Flyer](#)

*Homefront Protective Group Law Enforcement Training  
presents:*

## **Tactical Communication: Managing Difficult People**

**Live Online Training**

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This course will train officers how to be better communicators in the street and during routine and stressful situations. Officers will learn how to make more effective initial contact with citizens, motorists, emotionally charged people, inmates, and even criminal offenders. Officers will be instructed on the importance of making a strong but “tactical” first contact and keeping situations from escalating. Officers will be instructed on how to conduct themselves successfully during challenging situations and how to “calm down” someone and “avoid” the use of force. Officer safety and avoiding community complaints will be the goal of this course. Officers will learn to listen “actively”, speak “tactically”, use the other person’s words advantageously, and to “win people over” rather than “muscle or threaten” their way to solve problems. This fun and dynamic training course can help officers and agencies in a variety of ways.

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**This training program will cover the following topics:**

- Communication: A Two-way Street
- Why today’s officers must be better communicators

- How better communication with the public increases community perception of an agency
- Understanding common complaints made against officers and how to reduce them
- Tactical Communication for Law Enforcement: The Importance, the methods, the results
- Speaking “Tactically” while being “Tactical” is “Proactive”! Yes, you too can do!
- Do some officers “escalate” while other can “deescalate”?
- “Active” Listening during stressful and volatile situations
- Proactive, effective use of body language
- And much, much more!



#### **Who should attend:**

Police Officers, Detectives, Sheriff’s Deputies, Corrections Officers, Corrections Investigators, Federal Agents, SIU Investigators, and other Law Enforcement and Public Safety Personnel

#### **Registration and Live Online Details:**

- Format: 2-Hour Live Online Training
- Course Cost: \$95 (only credit cards will be accepted as payment).
- Homefront Protective group provides a video link to the recorded live class for those who are registered, but unable to attend.
- Registrants have 5 days to watch the recorded live class to receive a certificate of completion.

## **INSTRUCTOR**

Captain Kevin Mailman has worked for the Worcester County Sheriff’s Office since 1996. He has been assigned to a variety of units within the Sheriff’s Department as well as several task forces outside the Sheriff’s Department. Most of his career has been dedicated to working gangs, intelligence and investigations. Kevin’s specialty is acquiring intelligence from gang members and other criminals for the purpose of increasing officer safety and learning the methods used by violent criminals. Kevin is a Master instructor for Homefront Protective

Group and is a member of the Ambush and Booby Trap Awareness and Interdiction team.

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**APPLICANT** \*required

Name will appear on certificate of completion

First Name: \*

Last Name: \*

Position/Title/Rank: \*

**AGENCY / ORGANIZATION**

Agency/Organization Name: \*

Agency Type: \*

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**TRAINING COORDINATOR**

Training Coordinator Name

Training Coordinator E-mail

**PAYMENT/BILLING CONTACT**

Billing Official Name\*

Billing Official E-mail\*

**STUDENT CONTACT INFORMATION**

*(for registration purposes only)*

Phone Work: (include area code) \*

Cell Phone: (include area code)

E-mail (must be actual student's e-mail): \*

Please re-type your email address \*

**AGENCY / ORGANIZATION ADDRESS**

Address 1: \*

Address 2:

City: \*

State (ex: NY): \*

Zip code: \*

**Important Payment Information:**

- Payment by credit card is due at the time of registration.
- Contact us at [info@homefrontprotect.com](mailto:info@homefrontprotect.com) if you need us to combine multiple students onto a single invoice, request a W-9 form, or discuss an alternate payment method.
- Students will not be allowed to attend courses without confirmation of payment.

**Cancellation Policy:**

- If Homefront Protective Group cancels the course, the full amount of tuition will be refunded or the tuition can be credited to a future course.
- If the student/agency cancels prior to 48 hours before the course, the full amount of tuition will be refunded or the tuition can be credited to a future course.
- If the student "NO SHOWS" on the day of the course the course tuition is NON-REFUNDABLE. However, the tuition can be credited to a future course.
- In lieu of cancellation you may transfer your registration to another person without penalty.
- Cancellations must be made in writing by email to [info@homefrontprotect.com](mailto:info@homefrontprotect.com)

Email [info@homefrontprotect.com](mailto:info@homefrontprotect.com) with any questions about course registration.

**Cost per person: \$95**

**Credit / Debit Card Information (all fields required)**

Card Type

Cardholder's First Name

Cardholder's Last Name

Credit Card Number

Exp Date

(e.g.: 05/2025)

Security Code

Cardholder's Billing Street Address

Billing City

Billing State

(2-character state code)

Billing Zip Code

Billing Country

(2-character country code)