

ARRESTING COMMUNICATION

Essential Interaction Skills for Law Enforcement



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Arresting Communication is the most dynamic, realistic and practical communications course in law enforcement today. Instructors will engage students through both video and lecture and use real life scenarios including stories ranging from the bizarre to the surreal. The overall goal of the class is to provide relatable, usable and practical communication skills. At the conclusion of the course, students will know how to avoid citizen complaints, detect pre-attack indicators, recognize deceit, calm the irrational, and use physical presence to influence others. This course has three primary goals:

1. **Excel Within the Profession.** Learn the **Truths of the Human Animal** and the **Principles of Interaction**. Whether dealing with victims, suspects, criminals, or fellow officers, law enforcement personnel must have the ability to communicate in order to succeed in all areas of the profession.
2. **Winning on the Street.** The vast majority of attacks on officers begin with the communication process. To effectively win on the street officers must be proficient at understanding the words and reading the body of those determined to do them harm. Multiple case studies and videos of actual attacks on officers will be reviewed to better **detect pre-attack indicators and deceptive behavior** as well as enhance your ability to **de-escalate any situation**.
3. **Recognize and Correct Communication Weaknesses.** Increase productivity and **avoid citizen complaints!** Understanding what motivates people and utilizing that information to assist officers in recognizing their own weaknesses to immediately improve their communication styles.

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