

SECTION **15**

Tactical Communication/Conflict Resolution

15.1 – 15.4 COMPETENCY REQUIREMENTS

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Note to Administrators

In order for POST to review and approve your agency's *Field Training Guide*, you MUST submit the following electronic files:

- 1) The POST FTP Approval Checklist ([Form 2-230](#))
- 2) Your department's *Policy & Procedure Manual*
- 3) Your completed Guide (Volumes 1 & 2), including ALL competency requirements covered in Part 5, Sections 1–18.

LIST OF SUBTOPICS**15.1 TACTICAL COMMUNICATION**

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SECTION 15 TACTICAL COMMUNICATION/CONFLICT RESOLUTIONCHECK ONE ONLY: ☐ PHASE 1 ☐ PHASE 2 ☐ PHASE 3 ☐ PHASE 4 ☐ PHASE 5

Trainee

FTO

15.1 TACTICAL COMMUNICATION**15.1.01 Verbal and Nonverbal Cues**

The trainee shall discuss how tactical communication involves both professional demeanor and words (verbal and nonverbal cues).

Reference(s):					Case # (If applicable)		Incident #	
	Received Instruction		Competency Demonstrated		How Demonstrated?	Remedial Training		How Remediated?
	Signature	Date	Signature	Date		Signature	Date	
FTO:					<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test			<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test
Trainee:								
Comments:								

Additional Information:

15.1.01 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)	<input checked="" type="checkbox"/> N/A
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15.1.01 Part B - Agency Training Details (field will expand automatically) The above / below information will be read by the trainee and then discussed with the FTO. POST Learning Portal "Tactical Communications: Keeping your Edge"
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15.1.02 Benefits of Tactical Communication

The trainee shall identify and explain the benefits of tactical communication, including:

- A. Enhanced safety (reduced likelihood of physical confrontation and injury) B. Enhanced professionalism (decreased citizen complaints, personal and professional stress, and civil liability)

Reference(s):						Case # (If applicable)		Incident #	
	Received Instruction		Competency Demonstrated		How Demonstrated?	Remedial Training		How Remediated?	
	Signature	Date	Signature	Date		Signature	Date		
FTO:					<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test			<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test	
Trainee:									
Comments:									

Additional Information:

15.1.02	Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)	<input checked="" type="checkbox"/> N/A
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15.1.02 Part B - Agency Training Details *(field will expand automatically)*

The above / below information will be read by the trainee and then discussed with the FTO.

POST Learning Portal "Tactical Communications: Keeping your Edge"

15.1.03 Demonstration of Tactical Communication The trainee shall demonstrate an ability to perform in a calm, professional demeanor while de-escalating hostilities or conflicts (i.e., without resorting to physical violence).								
Reference(s):							Case # (If applicable)	Incident #
	Received Instruction		Competency Demonstrated		How Demonstrated?	Remedial Training		How Remediated?
	Signature	Date	Signature	Date		Signature	Date	
FTO:					<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test			<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test
Trainee:								
Comments:								

Additional Information:

15.1.03 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)	<input checked="" type="checkbox"/> N/A
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15.1.03 Part B - Agency Training Details (field will expand automatically) The above information will be read by the trainee and then discussed with the FTO.

15.1.04 Deflection Techniques

The trainee shall explain and demonstrate the ability to use deflection techniques in response to verbal abuse. Every word that follows “but” should be professional language that is goal directed. Examples might include:

A. “I appreciate that, but I need to see your driver’s license, vehicle registration, and proof of insurance.”

B. “I understand that, but I need you to move your vehicle.”

Reference(s):

Case # (If applicable)

Incident #

	Received Instruction		Competency Demonstrated		How Demonstrated?	Remedial Training		How Remediated?
	Signature	Date	Signature	Date		Signature	Date	
FTO:					<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test			<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test
Trainee:								

Comments:

Additional Information:**15.1.04 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)**

☒ N/A

15.1.04 Part B - Agency Training Details (field will expand automatically)

The above / below information will be read by the trainee and then discussed with the FTO.

POST Learning Portal “Tactical Communications: Keeping your Edge”

15.1.05 Five-Step Process for Generating Voluntary Compliance

Given a scenario or an actual incident involving an uncooperative subject(s), the trainee shall be able to generate voluntary compliance using the five-step process:

- A. **Ask** (Ethical Appeal) – The subject is given an opportunity to voluntarily comply by simply being asked to comply
- B. **Set Context** (Reasonable Appeal) – The “why” questions are answered by the identification or explanation of the law, policy, or rationale that applies to the situation.
- C. **Present Options** (Personal Appeal) – Explain possible options
- D. **Confirm** (Practice Appeal) – Provides one last opportunity for voluntary compliance. For example, “Is there anything I can say to gain your cooperation at this time?”
- E. **Act** (Take appropriate action)

Reference(s):

Case # (If applicable)

Incident #

	Received Instruction		Competency Demonstrated		How Demonstrated?	Remedial Training		How Remediated?
	Signature	Date	Signature	Date		Signature	Date	
FTO:					<input type="checkbox"/> Field Perform			<input type="checkbox"/> Field Perform
Trainee:					<input type="checkbox"/> Role Play			<input type="checkbox"/> Role Play
					<input type="checkbox"/> Written Test			<input type="checkbox"/> Written Test
					<input type="checkbox"/> Verbal Test			<input type="checkbox"/> Verbal Test

Comments:

Additional Information:**15.1.05 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)**

☒ N/A

15.1.05 Part B - Agency Training Details (field will expand automatically)

The above / below information will be read by the trainee and then discussed with the FTO.

POST Learning Portal “Tactical Communications: Keeping your Edge”

15.2 HANDLING DISPUTES (GENERAL)																		
15.2.01 Basic Responsibilities at the Scene of a Dispute The trainee shall explain an officer's basic responsibilities at the scene of a dispute. These responsibilities shall minimally include: <table style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 50%;">A. Remaining impartial</td> <td style="width: 50%;">F. Suggesting solutions to the problem</td> </tr> <tr> <td>B. Preserving the peace</td> <td>G. Offering appropriate referrals</td> </tr> <tr> <td>C. Determining whether or not a crime has been committed</td> <td>H. Considering arrest as a reasonable alternative if a crime has been committed</td> </tr> <tr> <td>D. Conducting an investigation if a crime has been committed.</td> <td></td> </tr> <tr> <td>E. Providing safety to individuals and property</td> <td></td> </tr> </table>									A. Remaining impartial	F. Suggesting solutions to the problem	B. Preserving the peace	G. Offering appropriate referrals	C. Determining whether or not a crime has been committed	H. Considering arrest as a reasonable alternative if a crime has been committed	D. Conducting an investigation if a crime has been committed.		E. Providing safety to individuals and property	
A. Remaining impartial	F. Suggesting solutions to the problem																	
B. Preserving the peace	G. Offering appropriate referrals																	
C. Determining whether or not a crime has been committed	H. Considering arrest as a reasonable alternative if a crime has been committed																	
D. Conducting an investigation if a crime has been committed.																		
E. Providing safety to individuals and property																		
Reference(s):							Case # (If applicable)	Incident #										
FTO:	Received Instruction		Competency Demonstrated		How Demonstrated?	Remedial Training		How Remediated?										
	Signature	Date	Signature	Date		Signature	Date											
Trainee:					<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test			<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test										
Comments:																		

Additional Information:

15.2.01	Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)	<input checked="" type="checkbox"/> N/A

15.2.01	Part B - Agency Training Details (field will expand automatically) The above / below information will be read by the trainee and then discussed with the FTO. POST Learning Portal "Tactical Communications: Keeping your Edge"	
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15.2.02 Social Service Organizations

The trainee shall identify various social service organizations that are available within the city or county to render assistance in dispute situations. These organizations shall minimally include those dealing with:

- | | |
|--|--|
| <ul style="list-style-type: none"> A. Public health B. Alcohol problems C. Family counseling and child guidance D. Drug problems | <ul style="list-style-type: none"> E. Humane Society/Society for the Prevention of Cruelty to Animals (SPCA) F. Any additional city/county agencies or organizations |
|--|--|

Reference(s):

Case # (If applicable)

Incident #

	Received Instruction		Competency Demonstrated		How Demonstrated?	Remedial Training		How Remediated?
	Signature	Date	Signature	Date		Signature	Date	
FTO:					<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test			<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test
Trainee:								

Comments:

Additional Information:**15.2.02 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)**☒ N/A

15.2.02 Part B - Agency Training Details *(field will expand automatically)*

The below information will be read by the trainee and then discussed with the FTO.

Ventura County Public Health: Ventura County Public Health promotes healthy living, prevents illness, injury and the spread of disease. The department also assures quality and accessible health services and provides services in the event of an emergency or disaster. The department also handles Alcohol and Drug programs and mental health services.

Ventura County Human Services Agency: The County of Ventura Human Services Agency provides public services that help protect children and vulnerable adults, and assist with food, housing, health care and employment.

Humane Society of Ventura County: The Humane Society of Ventura County is a NO KILL, private, non-profit 501c3, organization founded in 1932. We receive no direct financial assistance from city, county, state agencies or National Animal Welfare Organizations such as The Humane Society of the United States and the ASPCA. Their mission is dedicated to promoting the health, safety, welfare, compassionate care and protection of all animals through education and community outreach programs.

Interface Children and Family Services: Interface works collaboratively with many other service providers. We are the only agency with a presence in all existing, formalized "under one roof" facilities across Ventura County. By collaborating, we best provide family support, domestic violence intervention, outreach and youth activities, as well as prevention and counseling within economically challenged communities. To establish a foundation of violence prevention and mental health, we embed five family strengthening objectives into our programs:

- Help parents develop resiliency
- Help families develop a support system
- Help families secure practical help when they need it
- Teach parents how to raise healthy children
- Help children to develop socially and emotionally

CSU Channel Islands Counseling and Psychological Services: Counseling and Psychological Services (CAPS), a department within the Division of Student Affairs (DSA), operates from a community systems approach in providing short-term psychological counseling, outreach/ prevention, and consultative services to the University community. A developmental perspective provides the cornerstone for our work with students, faculty and staff.

15.2.03 Inherent Dangers to Officers								
The trainee shall explain the inherent dangers to officers who enter the home of a family (or other occupants) involved in a dispute.								
Reference(s):							Case # (If applicable)	Incident #
	Received Instruction		Competency Demonstrated		How Demonstrated?	Remedial Training		How Remediated?
	Signature	Date	Signature	Date		Signature	Date	
FTO:					<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test			<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test
Trainee:								
Comments:								

Additional Information:

15.2.03 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)	<input checked="" type="checkbox"/> N/A
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<p>15.2.03 Part B - Agency Training Details (field will expand automatically)</p> <p>The below information will be read by the trainee and then discussed with the FTO.</p> <p>Peace officers must regard every family dispute as a potentially explosive and dangerous situation. By the time officers are called, emotions are high and the heat of the disturbance may be at its most dangerous level.</p> <p>Whenever officers respond to a call involving a family dispute, they should remember the following points when considering their own safety as well as the safety of others.</p> <ul style="list-style-type: none"> • Officers may be unwelcome or even viewed as an intrusion by one or more of the involved parties. • Concealed weapons or household items within a home may be accessible to the persons involved in the dispute. • The use of drugs or alcohol by one or more of the involved parties can inhibit rational behavior. • Officer actions or remarks that are perceived by members of the household as callous can inflate hostilities further. Anger may be transferred to the officer. • If one or more of the involved parties is placed under arrest, other members of the family or household may become hostile toward the arresting officers
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15.2.04 Separating Parties in a Dispute The trainee shall explain the advantages and disadvantages of separating parties in a dispute and gathering information from them individually.								
Reference(s):						Case # (If applicable)	Incident #	
FTO:	Received Instruction		Competency Demonstrated		How Demonstrated?	Remedial Training		How Remediated?
	Signature	Date	Signature	Date		Signature	Date	
					<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test			<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test
Trainee:								
Comments:								

Additional Information:

15.2.04	Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)	<input checked="" type="checkbox"/> N/A

15.2.04	Part B - Agency Training Details (field will expand automatically) The above / below information will be read by the trainee and then discussed with the FTO. Advantages: <ul style="list-style-type: none"> Involved party is more comfortable in providing information Situation is usually diffused quicker when parties are separated Easier to communicate with involved party and generally you are able to obtain the information about the situation quicker Disadvantages: <ul style="list-style-type: none"> Officers cannot perform contact and cover as easily Party not being immediately interviewed may try and interject resulting in the dispute continuing Harder for the interviewing officer to concentrate on the subject being interviewed while still maintaining officer safety and the contact and cover philosophy
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15.2.05 Private Person Arrest Procedures The trainee shall explain private person arrest procedures at disputes.								
Reference(s):							Case # (If applicable)	Incident #
	Received Instruction		Competency Demonstrated		How Demonstrated?	Remedial Training		How Remediated?
	Signature	Date	Signature	Date		Signature	Date	
FTO:					<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test			<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test
Trainee:								
Comments:								

Additional Information:

15.2.05 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum) Department Policies: 333 Private Persons Arrest	<input type="checkbox"/> N/A
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15.2.05 Part B - Agency Training Details (field will expand automatically) The above policy will be read by the trainee and then discussed with the FTO.
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15.2.06 Use of Different Techniques

The trainee shall assess and explain different techniques to use in given dispute situations. These situations shall minimally include:

- | | |
|----------------------|----------------------------|
| A. Family disputes | C. Juvenile dispute |
| B. Neighbor disputes | D. Loud parties/loud noise |

Reference(s):					Case # (If applicable)		Incident #	
	Received Instruction		Competency Demonstrated		How Demonstrated?	Remedial Training		How Remediated?
	Signature	Date	Signature	Date		Signature	Date	
FTO:					<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test			<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test
Trainee:								
Comments:								

Additional Information:

15.2.06 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)

☒ N/A

15.2.06 Part B - Agency Training Details *(field will expand automatically)*

The below information will be read by the trainee and then discussed with the FTO.

Family Disputes, Neighbor Disputes, and Juvenile Disputes: Officers must treat every dispute with utmost caution. By exposing the cause(s) of the dispute through the problem solving mediation process, the officers themselves may become the focal point of the anger and frustration of the involved parties. Involved parties may unite against officers as an “uninvited third party.” Officers need to keep the focus on the causes of the dispute and not allow it to shift to the officers themselves. Officers who respond to disputes must guard against allowing their own personal opinions or beliefs to affect their attitudes or actions toward the parties involved in the dispute. They must also guard against being drawn into the dispute or becoming emotionally involved, no matter what the circumstances are.

Officers must never lose sight of their primary responsibility: to keep the peace and restore order. Sometimes, as part of a mediation and in addition to a referral, it may be advisable to suggest a voluntary temporary separation of the involved parties or reminding parties of noise ordinances. A temporary separation may not solve any deep seated problem that is at the root of the problem, but it may allow emotions to cool to a level where further mediation can take place. The problems that may lead to family and neighbor disputes may be deep rooted and complex. Often, they are beyond what can be resolved by officers. Officers should be prepared to make appropriate referrals in such situations.

15.2.07 Handling a Dispute Situation

Given a scenario or an actual incident involving a dispute, the trainee shall assess and handle the dispute in a safe, efficient, reasonable, and discretionary manner.

Reference(s):					Case # (If applicable)	Incident #	
	Received Instruction		Competency Demonstrated		How Demonstrated?	Remedial Training	How Remediated?
	Signature	Date	Signature	Date		Signature	
FTO:					<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test		
Trainee:							
Comments:							

Additional Information:

15.2.07	Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)	<input checked="" type="checkbox"/> N/A

15.2.07	Part B - Agency Training Details (field will expand automatically)
The above information will be read by the trainee and then discussed with the FTO.	

15.3 CIVIL DISPUTES									
15.3.01 Agency Policy on Landlord-Tenant Disputes The trainee shall review and explain the agency's policy on handling landlord-tenant disputes.									
Reference(s):						Case # (If applicable)		Incident #	
FTO:	Received Instruction		Competency Demonstrated		How Demonstrated?	Remedial Training		How Remediated?	
	Signature	Date	Signature	Date		Signature	Date		
					<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test			<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test	
Trainee:									
Comments:									

Additional Information:

15.3.01	Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)	<input type="checkbox"/> N/A
Department Policies: 427 Civil Disputes		

15.3.01 Part B - Agency Training Details *(field will expand automatically)*

The above information will be read by the trainee and then discussed with the FTO.

15.3.02 California Law and Agency Procedures Regarding Landlord-Tenant Disputes

The trainee shall identify and explain California law (civil and criminal) and agency procedures applicable to situations that arise from landlord-tenant disputes. These situations shall minimally include:

- | | |
|--------------|-----------------------------|
| A. Evictions | C. Trespasses |
| B. Lockouts | D. Confiscation of property |

Reference(s):					Case # (If applicable)		Incident #	
FTO:	Received Instruction		Competency Demonstrated		How Demonstrated?	Remedial Training		How Remediated?
	Signature	Date	Signature	Date		Signature	Date	
					<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test			<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test
Trainee:								
Comments:								

Additional Information:**15.3.02 Part A - Reference Agency Policies/Procedures, if applicable** *(600 characters maximum)*
☐ N/A

Department Policies: 427 Civil Disputes

15.3.02 Part B - Agency Training Details *(field will expand automatically)*

The above / below information will be read by the trainee and then discussed with the FTO.

Penal Codes:

417: Reentering a dwelling after being evicted

418: Tenant lockout and seizure of tenant's property

602.5: Entering without a legitimate reason or without permission from the tenant

594: Damage or destruction of tenant's property

15.3.03 Agency Policy on Labor-Management Disputes

The trainee shall review and explain the agency's policy on labor-management disputes.

Reference(s):					Case # (If applicable)	Incident #	
	Received Instruction		Competency Demonstrated		How Demonstrated?	Remedial Training	How Remediated?
	Signature	Date	Signature	Date		Signature	
FTO:					<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test		
Trainee:							
Comments:							

Additional Information:**15.3.03 Part A - Reference Agency Policies/Procedures, if applicable** *(600 characters maximum)*
☐ N/A

Department Policies: 412 Crowd Management, 427 Civil Disputes

15.3.03 Part B - Agency Training Details *(field will expand automatically)*

The above information will be read by the trainee and then discussed with the FTO.

15.3.04 Policing Problems During Labor-Management Disputes

The trainee shall explain agency policy and procedures relative to typical policing problems that occur during labor-management disputes. These problems shall minimally include:

- | | |
|---------------------------------------|---------------------------|
| A. Obstruction of ingress or egress | D. Violence and vandalism |
| B. Blocking of sidewalks and roadways | E. Trespasses |
| C. Outside agitators | |

Reference(s):

Case # (If applicable)

Incident #

	Received Instruction		Competency Demonstrated		How Demonstrated?	Remedial Training		How Remediated?
	Signature	Date	Signature	Date		Signature	Date	
FTO:					<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test			<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test
Trainee:								

Comments:

Additional Information:**15.3.04 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)**☐ N/A

Department Policies: 412 Crowd Management, 427 Civil Disputes

15.3.04 Part B - Agency Training Details (field will expand automatically)

The above information will be read by the trainee and then discussed with the FTO.

15.3.05 Small Claims Court The trainee shall explain the role of the small claims court relative to civil disputes.								
Reference(s):							Case # (If applicable)	Incident #
	Received Instruction		Competency Demonstrated		How Demonstrated?	Remedial Training		How Remediated?
	Signature	Date	Signature	Date		Signature	Date	
FTO:					<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test			<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test
Trainee:								
Comments:								

Additional Information:

15.3.05 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum) Department Policies: 427 Civil Disputes	<input type="checkbox"/> N/A
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15.3.05 Part B - Agency Training Details *(field will expand automatically)*

The above / below information will be read by the trainee and then discussed with the FTO.

Small Claims is for the recovery of money only. The maximum amount you can sue for is \$5000. A “natural person” (not a business or public entity) may claim up to \$10,000. You cannot file more than two claims for more than \$2500 each during a calendar year. No attorneys are permitted to represent either party. Forms for filing small claims can be obtained at any court location. They are also available electronically at this site. To receive forms by mail send a request with a self-addressed, stamped envelope to the court.

You must sue in the right county. If you file your claim in the wrong county, the court will dismiss the claim. Ventura County is the proper place to file if:

The defendant lives or does business in Ventura County.

The property was damaged or the injury occurred in Ventura County.

A contract (written or spoken) was made, signed, performed or broken by the Defendant in Ventura County.

The defendant lived or did business in Ventura County when the contract was broken.

The buyer or lessee signed the contract, now lives or lived in Ventura County when the contract was made, if this claim is about an offer or contract for personal, family, or household goods, services, or loans.

The buyer signed the contract, now lives or lived in Ventura County when the contract was made, if this claim is about a retail installment contract (like a credit card).

The buyer signed the contract, now lives, or lived in Ventura County when the contract was made, or where the vehicle is permanently garaged, if this claim is about a vehicle finance sale.

15.3.06 Handling a Civil Dispute

Given any situation involving a civil dispute, the trainee shall assess and handle the situation in a safe and effective manner, consistent with agency policy and state law.

Reference(s):					Case # (if applicable)		Incident #	
FTO:	Received Instruction		Competency Demonstrated		How Demonstrated? <input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test	Remedial Training		How Remediated? <input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test
	Signature	Date	Signature	Date		Signature	Date	
Trainee:								
Comments:								

Additional Information:**15.3.06 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)**☐ N/A

Department Policies: 427 Civil Disputes

15.3.06 Part B - Agency Training Details (field will expand automatically)

The above information will be read by the trainee and then discussed with the FTO.

15.4 REPOSSESSIONS**15.4.01 Rules and Agency Policy Regarding Repossessions**

The trainee shall explain and discuss the general rules and agency policies regarding property repossessions. These shall minimally include:

- | | |
|---|--|
| A. What property is subject to repossession | C. To what lengths a reposessor may go |
| B. Who may make a repossession | D. When a repossession is complete |

Reference(s):					Case # (If applicable)		Incident #	
	Received Instruction		Competency Demonstrated		How Demonstrated?	Remedial Training		How Remediated?
	Signature	Date	Signature	Date		Signature	Date	
FTO:					<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test			<input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test
Trainee:								
Comments:								

Additional Information:**15.4.01 Part A - Reference Agency Policies/Procedures, if applicable** (600 characters maximum)☐ N/A

Department Policies: 427 Civil Disputes

15.4.01 Part B - Agency Training Details (field will expand automatically)

The above information will be read by the trainee and then discussed with the FTO.

A. Repossession is a civil matter between a seller and a buyer. If the buyer has assigned a conditional sales contract to purchase goods over a period of time and does not live up to the terms of the contract, the seller can take back possession of, or repossess those goods.

B. Sellers, banks or finance companies, and private repossessioners

C. Repossessioners may go onto private property but they cannot go into any area that is secured.

D. Officers may be called upon to verify if a repossession is legal. In order to have complete possession of property, the repossessioner must have complete dominion and control over the property. This takes place when the repossessioner has:

- gained entry to the property, or
- when the property (if a vehicle) has been hooked up to a tow truck.

The property does not have to actually be removed from the buyer's property before the repossession is complete. If the repossessioner does not have complete possession and the buyer objects, the property cannot be taken.

See next page for Attestation

Part 5 – Section 15: Tactical Communication/Conflict Resolution

ATTESTATION FOR SECTION 15

TO ENTER YOUR ELECTRONIC SIGNATURE:

- Click on the 'X' in the signature line to activate the signature field > Right click and select "Sign" from the menu.
- Click on "Select Image" > Locate your signature file > Click "Open" to place your signature (date appears automatically).
- Enter your full name next to your signature.

YOUR ELECTRONIC SIGNATURES VERIFY that the Field Training Officer (FTO) and Trainee attest to the following:

1. The FTO(s) provided all instruction, training, and related feedback/comments to the Trainee in accordance with the agency's training requirements for this portion of the Field Training Program.
2. The Trainee demonstrated all competencies required for this portion of the Field Training Program.
3. If remedial training was performed, the results were reviewed by the appropriate FTO(s) and accepted by the Trainee.
4. The final evaluation of the Trainee's performance for this portion of the Field Training Program were approved by the FTO(s) and accepted by the Trainee.

X

Primary Field Training Officer:

Print Full Name: _____

X

Trainee:

Print Full Name: _____

IMPORTANT: After signing the Attestation, the file will be "locked" and **CANNOT BE MODIFIED**. If you need to make changes, both signatures must be removed and re-entered after the final revisions have been made.

To remove the electronic signature: Right click on the signature line > Select "Remove" from the menu.

See the following pages for Instructions to Administrators and FTOs

How to Complete Part 5 (Sections 1–18)

INSTRUCTIONS TO ADMINISTRATORS

VOLUME 2 OF THE FIELD TRAINING GUIDE CONSISTS OF 18 SECTIONS WHICH MAKE UP PART 5. Each section is provided as a separate file on the POST website (<https://www.post.ca.gov/field-training--police-training.aspx>). Prior to submitting your FTP Guide to POST for review, you must complete all 18 sections and include them as part of your Guide.

1. **Set up:** Keep an unchanged copy of each section file as a master for reference. Make a copy of the file to use for your agency-specific entries.
2. **Front cover (optional):** To keep a hard copy of Volume 2 for internal use, you can add your agency name and date to the front cover.
3. **For each section (1–18):**
 - a. Open the applicable file and add your agency name and date to the header on page 1. (DO NOT change any other headers or footers or alter any other sections of the file.)
 - b. Below each table:
 - *Part A:* Enter applicable references from your agency’s Policies & Procedure Manual.
 - *Part B:* Enter your agency’s training details.
4. **After completing ALL sections (1–18),** you MUST submit the following materials via flash drive, CD, or DVD to POST for review and approval (do not send printed copies):
 - 1) **Your completed FTP Guide**
 - 2) **FTP Approval Checklist** ([POST Form 2-230](#))
NOTE: Guides submitted without this form will NOT be reviewed.
 - 3) **Your Department’s Policy & Procedure Manual**
5. MAIL YOUR ELECTRONIC MEDIA TO:
Commission on POST
860 Stillwater Road, Suite 100
West Sacramento, CA 95605
Attn: Phil Caporale – BTB
6. You will receive status notification within 90 days from the date received.

See next page for Instructions to Field Training Officers

How to Complete Part 5 (Sections 1–18)

INSTRUCTIONS TO FIELD TRAINING OFFICERS (FTOs)

VOLUME 2 OF THE FIELD TRAINING GUIDE CONSISTS OF 18 SECTIONS WHICH MAKE UP PART 5. Each section has been customized by your agency administrator(s) to include references to policies and procedures and training details to meet your agency's Field Training Program requirements. Each file is provided as a separate file. For each section (1–18), complete all tables for each topic.

1. **Set up:** Keep an unchanged copy of each section file as a master for reference. Make a copy of the file to use for your training sessions.
2. **Tracking your training sessions:**
 - a. Upon completing each competency, enter the FTO and trainee names and dates, and how the competency was demonstrated, into the applicable tables.
 - b. Enter any note-worthy comments related to the trainee's performance.
3. **If trainee requires remedial training:**
 - c. Enter the FTO and trainee names and dates, and how the competency was remediated, to show that each competency was completed.
 - d. Enter any additional note-worthy comments related to the trainee's performance.
4. **Attestation:** After all competencies have been performed, including any remedial training, the primary FTO and Trainee **MUST** enter their electronic signatures on the Attestation page (see instructions) to verify that the Trainee has completed this portion of the Field Training Program.

End Section