PST 1095 TACTICAL TALK AND INTERVIEWING TECHNIQUES
NASHVILLE STATE COMMUNITY COLLEGE
Police Science

Instructor:
Office/Office Hours:
Phone:
Email:
Classroom & Times:
Course Credit: 3

Catalog Course Description
An interpersonal communications course for police officers. Provides officers the necessary tools to diffuse verbal confrontations as well as persuade contacts to obey legal and lawful orders. Topics include the goals, objectives, and visions of law enforcement and field interviewing techniques and neurolinguistics.

Additional Course Description
This course is an interpersonal communication course designed to identify problems in police communication. The course addresses officer safety issues when communicating with difficult subjects. Techniques to combat citizen complaints and lessen liability will be discussed. The course also covers the area of increased professionalism and stress management. The students will be exposed to many different scenarios during the training that will give practical experiences with the taught techniques.

Course Outcomes
Upon successful completion of this course, the student will:
1. Comprehend the concepts of officer survival and interpersonal communication.

Course Competencies:
- Understand officer survival and safety as it pertains to verbal and non-verbal communication.
- Enhance public relations as it pertains to police officers.
- Demonstrate how to decrease the liability of your police agency through the use of good verbal skills.
- Analyze and appraise what causes citizen complaints, thus lowering the number of complaints and protecting officers from false complaints.
- Develop stress management skills as it pertains to conflicts.
- Be able to conduct field interviews in order to gain basic information.

Topics Covered:
1. How verbal and non-verbal communication pertains to officer survival.
2. Community and public relations.
3. Lowering the number of complaints and false complaints.
4. The use of force continuum.
5. Develop a routine of thinking.
6. The control of verbal abuse.
7. The professional police officer.
8. We are what we represent.
9. Developing listening skills.
10. Developing techniques in the art of interviewing witnesses, victims and suspects

Revised 7/11/11
**Required Student Activities:**

- Attend classroom lectures and participate in class discussion
- Participate in directed practicum
- Read text book and selected works
- Complete all project work

**Testing:**

There will be periodic quizzes in preparation for the final examination. These quizzes will account for 25% of the final grade. **The quizzes will always be administered at the beginning of class. If you are late, you **not** be allowed to take the quiz and your final grade will suffer.** There will be a comprehensive final examination that will constitute 75% of the final grade. The testing format will include multiple choice, true/false and fill in the blank questions.

The student’s class attendance, punctuality and participation **may** make the difference in a letter grade.

**Textbook:**

(Supplied by Instructor)

**Disclaimer: Textbooks frequently change editions, so please be sure to check with the school bookstore to verify the current ISBN of the textbook before purchasing the textbook.**

**Grading Policy:**

The final grades will be a combination of the final exam and class project participation.

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<thead>
<tr>
<th>Percentage</th>
<th>Grade</th>
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<tbody>
<tr>
<td>93 – 100%</td>
<td>A</td>
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<tr>
<td>85 – 92%</td>
<td>B</td>
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<td>77 – 84%</td>
<td>C</td>
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<td>70 – 76%</td>
<td>D</td>
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<tr>
<td>Below 70%</td>
<td>F</td>
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**Attendance Policy:**

You must adhere to the Nashville State Tech attendance policy. You must attend at least 40 of the 45 hours to pass. If you miss over 5 hours, you will be asked to drop the course. If you miss over 5 hours and do not drop, you will receive an “FA” or “FN” for the final grade. Exceptions will be granted by permission of the **INSTRUCTOR ONLY.**

**AMERICANS WITH DISABILITIES ACT (ADA) STATEMENT:**

Nashville State Technical Community College complies with the Americans with Disabilities Act. If you wish to request any accommodation(s) for this class, please notify the instructor as soon as possible. Students should not be given special accommodations in the classroom unless an accommodation form from Student Disability Services is completed and distributed to the faculty member.

- Student Disabilities Coordinator: Katie Watts (615) 353-3721 Office: S-114
STUDENT CLASSROOM CONDUCT:
Nashville State has a zero tolerance policy for disruptive conduct in the classroom. The instructor has primary responsibility for control over classroom behavior and maintenance of academic integrity. He/She can order temporary removal or exclusion from the classroom of any student engaged in disruptive conduct, or conduct which violates the general rules and regulations of the College. Disruptive behavior in the classroom that obstructs or disrupts the learning environment is defined as: offensive language, harassment of students or professor, repeated outbursts from a student which disrupts the flow of instruction or prevents concentration on the subject taught, failure to cooperate in maintaining classroom decorum, and/or continued use of any electronic or other noise or light emitting device which disturbs others – beepers, cell phones, palm pilots, laptop games, or games. Students who are removed from class for disruptive behavior will not be allowed to return until the issue is resolved.

Academic Dishonesty Policy:
Any form of academic dishonesty, cheating, plagiarizing, or other academic misconduct is prohibited. “Plagiarism may result from: (1) failing to cite quotations and borrowed ideas, (2) failing to enclose borrowed language in quotation marks, and (3) failing to put summaries and paraphrases in your own words” (A Writer’s Reference 331).

Academic dishonesty may be defined as, but is not limited to, intentionally trying to deceive by:
- claiming credit for the work of another person, using information from a web page or source without citing the reference
- fraudulently using someone else’s work on an exam, paper, or assignment
- recycling your own work from another course
- purchasing papers or materials from another source and presenting them as your own
- attempting to obtain exams/materials/assignments in advance of the date of administration by the instructor
- impersonating someone else in a testing situation
- providing confidential test information to someone else
- submitting the same assignment in two different classes without requesting both instructor’s permission
- allowing someone else to copy or use your work
- using someone else's work to complete your own
- altering documents, transcripts or grades
- forging a faculty/staff member’s signature

IN ADDITION TO OTHER POSSIBLE DISCIPLINARY SANCTIONS THAT MAY BE IMPOSED THROUGH REGULAR COLLEGE PROCEDURES AS A RESULT OF ACADEMIC DISHONESTY, THE INSTRUCTOR HAS THE AUTHORITY TO ASSIGN AN “F” OR A “ZERO” FOR THE EXERCISE, PAPER, OR EXAMINATION, OR TO ASSIGN AN “F” FOR THE COURSE.

Classroom Conduct Policy:
NASHVILLE STATE HAS A ZERO TOLERANCE POLICY FOR DISRUPTIVE CONDUCT IN THE CLASSROOM.
- The instructor has primary responsibility for control over classroom behavior and maintenance of academic integrity.
- He/she can order temporary removal or exclusion from the classroom of any student engaged in disruptive conduct, or conduct which violates the general rules and regulations of the College.
- Disruptive behavior in the classroom that obstructs or disrupts the learning environment is defined as:
  - Offensive language
  - Harassment of students or professors
  - Repeated outbursts from a student which disrupt the flow of instruction or prevent concentration on the subject taught
  - Failure to cooperate in maintaining classroom decorum

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Continued use of any electronic or other noise or light emitting device which disturbs others;

- Beepers
- Cell phones
- Palm pilots
- Lap-top computers
- Games

- Students who are removed from class for disruptive behavior will not be allowed to return until the issue is resolved.

Additionally, no eating in the classroom is allowed; no wearing of sunglasses is allowed in class, except in cases prescribed by a physician; sleeping or lounging in class is considered disruptive behavior and grounds for immediate dismissal.

**CODE OF STUDENT CONDUCT**

All students will at all times adhere to the Nashville State Tech Code of Conduct as presented in the Student Handbook and authorized by the Tennessee Board of Regents. It is the responsibility of each student to become familiar with this policy. The Student Handbook is available in the Student Services Center.

**USE OF CELLULAR TELEPHONES AND PAGERS IN CLASSROOM AND RANGE**

The use of cellular telephones and pagers in the classroom and the firing range is prohibited at Nashville State Tech. The faculty has determined that these wireless communication systems disrupt the academic process.

Students who are required to carry pagers and/or have cell phones for employment and/or family responsibilities must inform the instructor at the beginning of the semester concerning the necessity for the pager/cell phone. The instructor and student will discuss the need(s) for the pager/cell phone and a decision will be made by the instructor concerning the use of the pager/cell phone. In cases where pagers/cell phones are required and allowed by the instructor, the pager/cell phone must be put on vibration mode and must not disrupt the classroom. Students who violate the terms of agreement on the use of pagers/cell phones will forfeit the use of the privilege.

Students will be responsible for any work that is missed. Students will not be excused to make telephone calls during examination periods.

In all cases relating to the use of cellular telephones and pagers in the classrooms, the instructor will determine what is disruptive behavior.

**NOTE:**

This syllabus is a master syllabus. Specific course requirements are subject to revision at the discretion of the individual instructor. A course syllabus will be provided the first day of class.