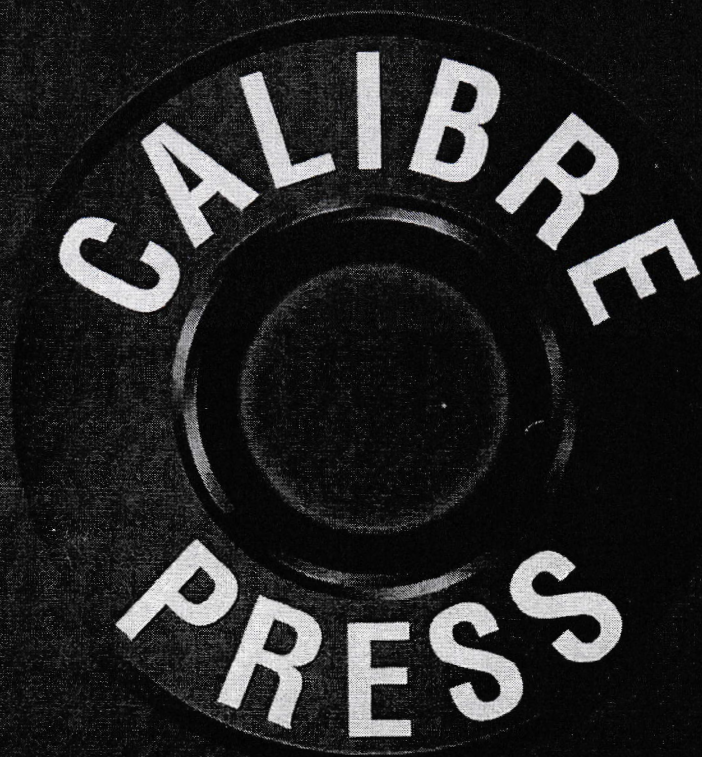


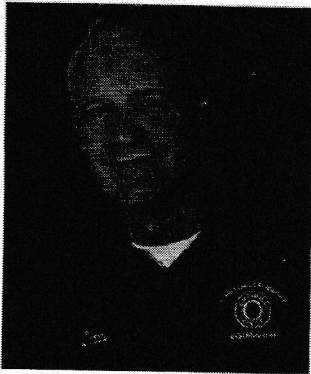
Calibre Press Presents...

THE BULLETPROOF WARRIOR



Lt. Col. Dave Grossman & Lt. Jim Glennon

www.calibrepress.com



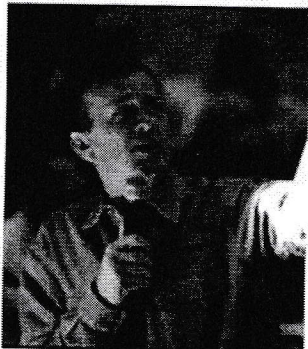
Lt. Jim Glennon

Director of Training: LifeLine Training & Calibre Press

Calibre Press for the first time in its 30 year history is owned by a police officer. The third generation in a family of law enforcement officers, Lt. Jim Glennon began his career with the Lombard, IL Police Department in 1980. He has a BA in Psychology and a Master's Degree in Police Management. Holding positions from patrol officer to Lieutenant, Jim was selected as the first commander of investigations for the newly formed DuPage County Major Crimes Task Force in 1998.

Lt. Glennon is a nationally recognized trainer, author, and award winning columnist. Jim specializes in three fields: Officer Safety (Street Survival), Communication (Arresting Communication) and Leadership (*Finding the Leader in You*). His book, Arresting Communication was named "One of the Top 10 Best Law Enforcement Books of All Time" by LawOfficer.com.

Lt. Jim Glennon leads a cadre of Instructors who are some of the most experienced, dynamic and respected in our profession. The goal of the *Calibre Press* is twofold: Keep officers alive and give them the tools to enjoy a successful career in law enforcement. Together, we are committed to presenting **up-to-date** information, issues and videos while placing the responsibility for winning right where it belongs— with the individual officer.



Lt. Col. Dave Grossman

The Bulletproof Mind

Lt. Col. Dave Grossman retired from the Army after 23 years experience in leading U.S. soldiers worldwide. Today he is the director of the Killology Research Group. He is an internationally recognized scholar, author, soldier, and speaker who is one of the world's foremost experts in the field of human aggression and the roots of violence and violent crime.

Col. Grossman is a former West Point psychology professor, Professor of Military Science, and an Army Ranger who has combined his experiences to become the founder of a new field of scientific endeavor, which has been termed "Killology." Lt. Col. Grossman is a Pulitzer-nominated author. His books On Killing and On Combat have been placed on the U.S. Marine Corps Commandant's Required Reading List and have gained worldwide popularity.

Lt. Col. Grossman has served as trainer and keynote speaker for all major national and international law enforcement training organizations and has taught the representatives of literally thousands of federal and regional agencies in the U.S., Canada, New Zealand, and Australia.



Calibre Press

Developing Smarter, Safer, More Successful
Law Enforcement Officers

The cornerstone of Calibre Press is ensuring that our clients learn, in a highly motivational environment, effective skills that can be easily utilized, implemented immediately, and are effective in the real world. Our focus is to raise the bar and set the standard for law enforcement training by offering a variety of courses, presented by dynamic and highly experienced instructors.

Our Courses

Officer Safety

Street Survival, Anatomy of Force Incidents, Surviving Hidden Weapons, Female Enforcers

Communication

Arresting Communication, The Warrior's Edge, Crisis Communication, The BulletProof Warrior

Leadership

Finding the Leader In You, The Tactical Leader

Patrol

Advanced Criminal Patrol Tactics, Beyond the Cones, TNT: Tactics in Traffic

Instructor development

Developing the Ultimate Instructor, Arresting Communication— Train the Trainer

****A full list of Courses and Instructor Bios are listed in the back of this workbook****

The Calibre Press team is committed to providing the best experience possible for its attendees and customers. We are constantly attempting to set the standard when it comes to Law Enforcement training. As an attendee of this course, we now consider you a part of the Lifeline and Calibre Press family. If you have any comments, suggestions, or interest in a particular course, please reach out to any of us!

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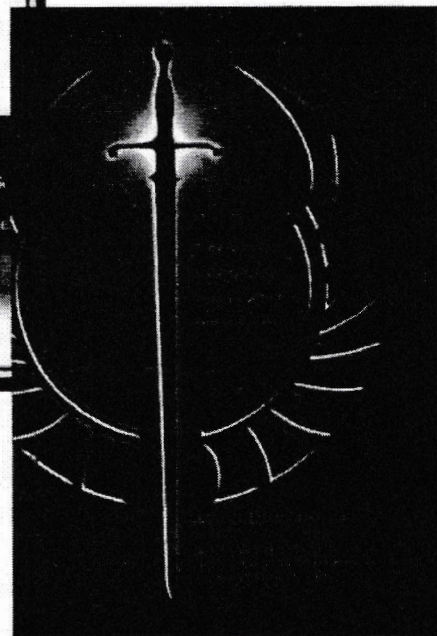
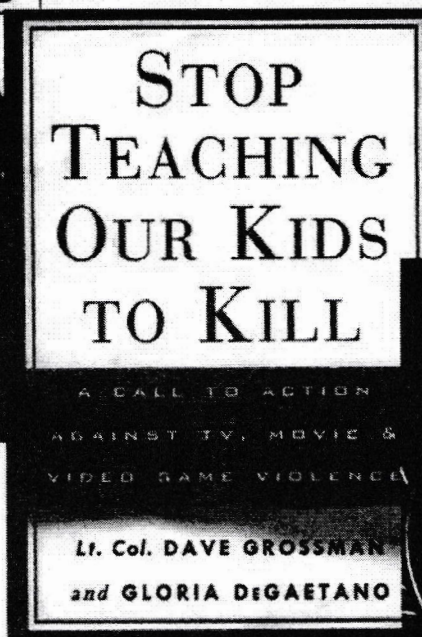
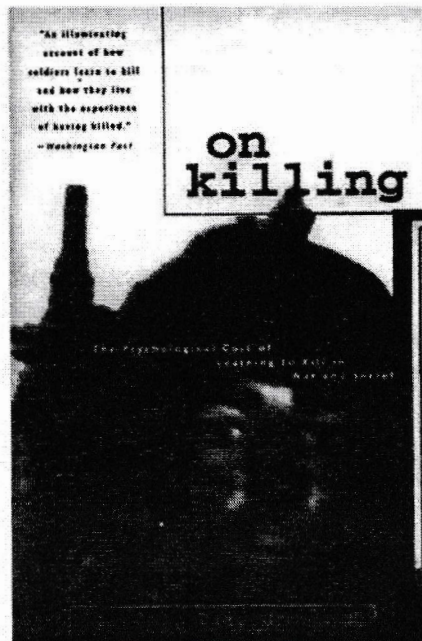
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Nine full-time employees, almost all relatives

Law Enforcement & Psych

Lt. Colonel Dave Grossman

Author of



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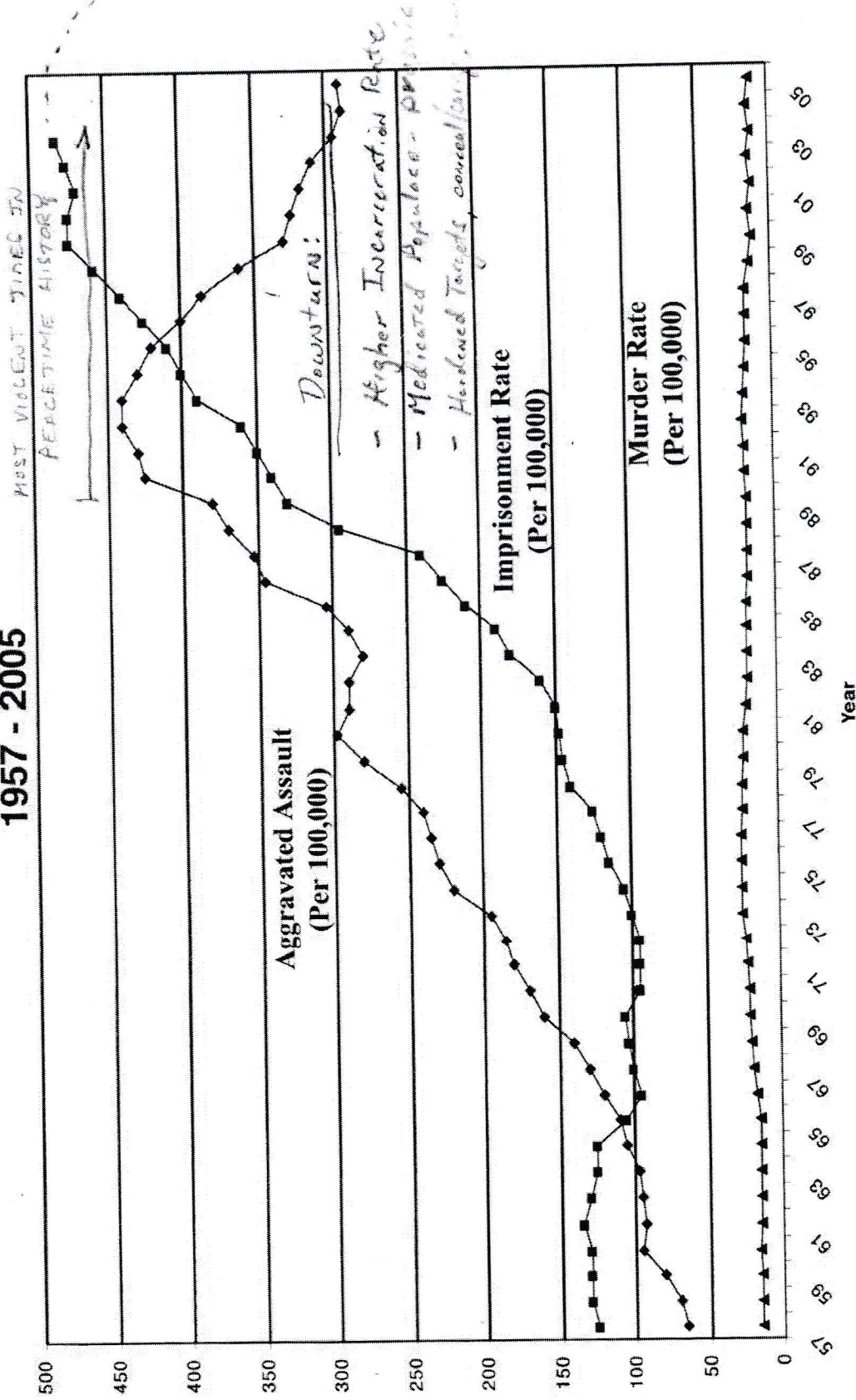
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618-566-4682

Violent Crimes in America:

A comparison of Murder, Assault and Imprisonment Rates

1957 - 2005



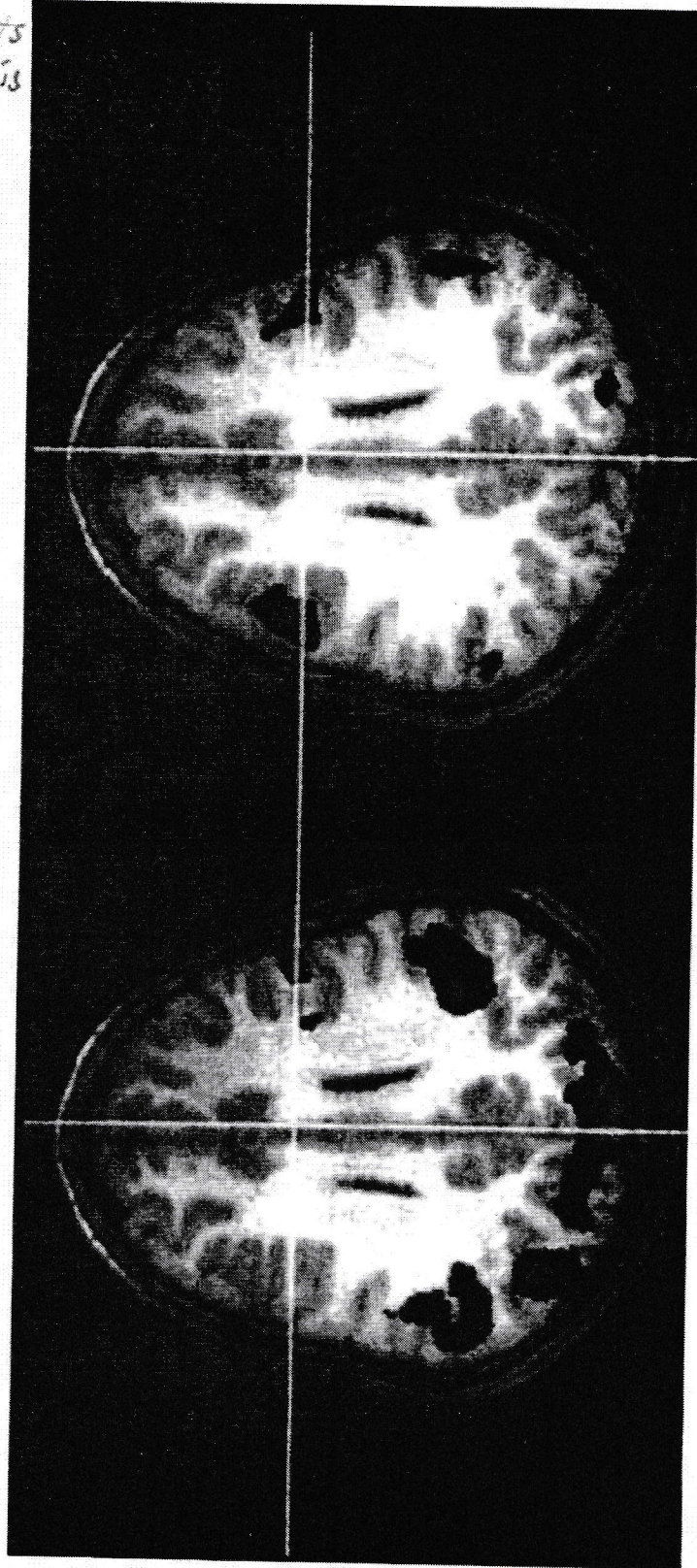
Source: Statistical Abstract of the U.S., FBI Annual Crime Report, and
Bureau of Justice Statistics Prison Statistics Report.

Indiana University Brain Scan Research

(visit www.killology.com for more info)

➤ Media violence stunts or "retards" kids' brain development: children with violent TV, movie, and video game exposure had reduced cognitive brain function.

➤ Media violence makes violent brains: violent TV, movie, and video game exposure had an effect on normal kids that made their brain scans the same as children with documented, diagnosed Aggressive Behavior Disorder.



Brain activity in teen with low media violence exposure

Brain activity in teen with high media violence exposure

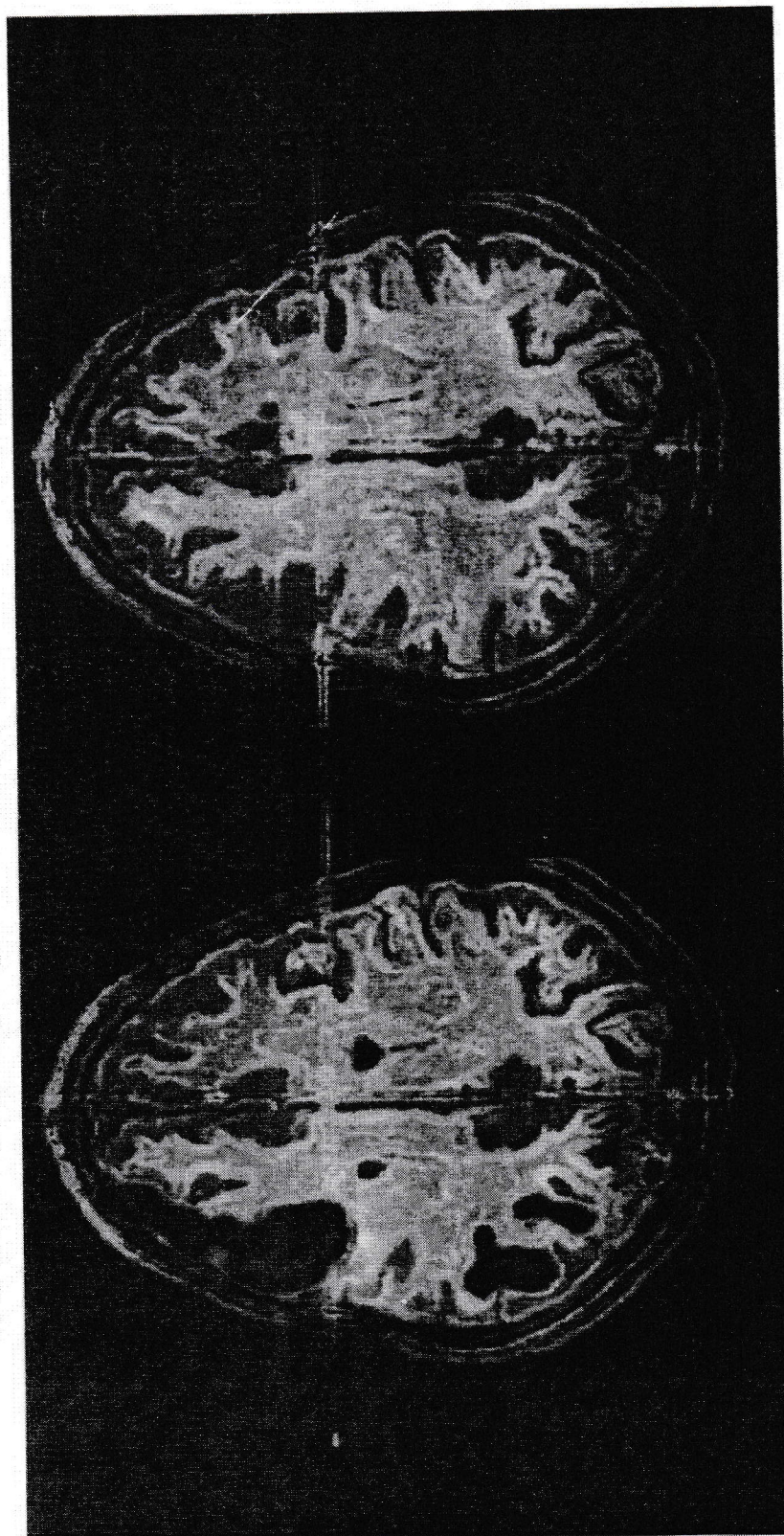
SPPD Sgt. Lemon 1st Day Intro — I believe in community policing. Show suspects a little respect & you don't think you're better than them & they will get it. They will respect you even after you beat them down.

We need to get beyond departments that think 4hrs of training is enough. We need to train up.

Indiana University Brain Scan Research

(visit www.killology.com for more info)

➤ This set of scans shows brain activity during a decision making exercise, called Go-No-Go. When it comes to looking into the future, weighing consequences and making decisions, the low media violence exposure group is using a lot of the logical part of their brain; the high media violence exposure group is using very little.



Brain activity in teen with
high media violence exposure

Brain activity in teen with
low media violence exposure

You Are The Thin Line of Heroes Preserving The Future of America During These Dark & Desperate Times
Movies & TV Series

"Serious Assaults" Per Capita

❖ U. S.	1957-'05	5x
❖ Canada	1962-'04	4x
❖ Norway, Australia, New Zealand	1977-'03	5x
❖ France	1977-'03	4x
❖ Netherlands, Scotland, Sweden	1977-'03	3x
❖ 7x Euro Nations*	1977-'03	2x

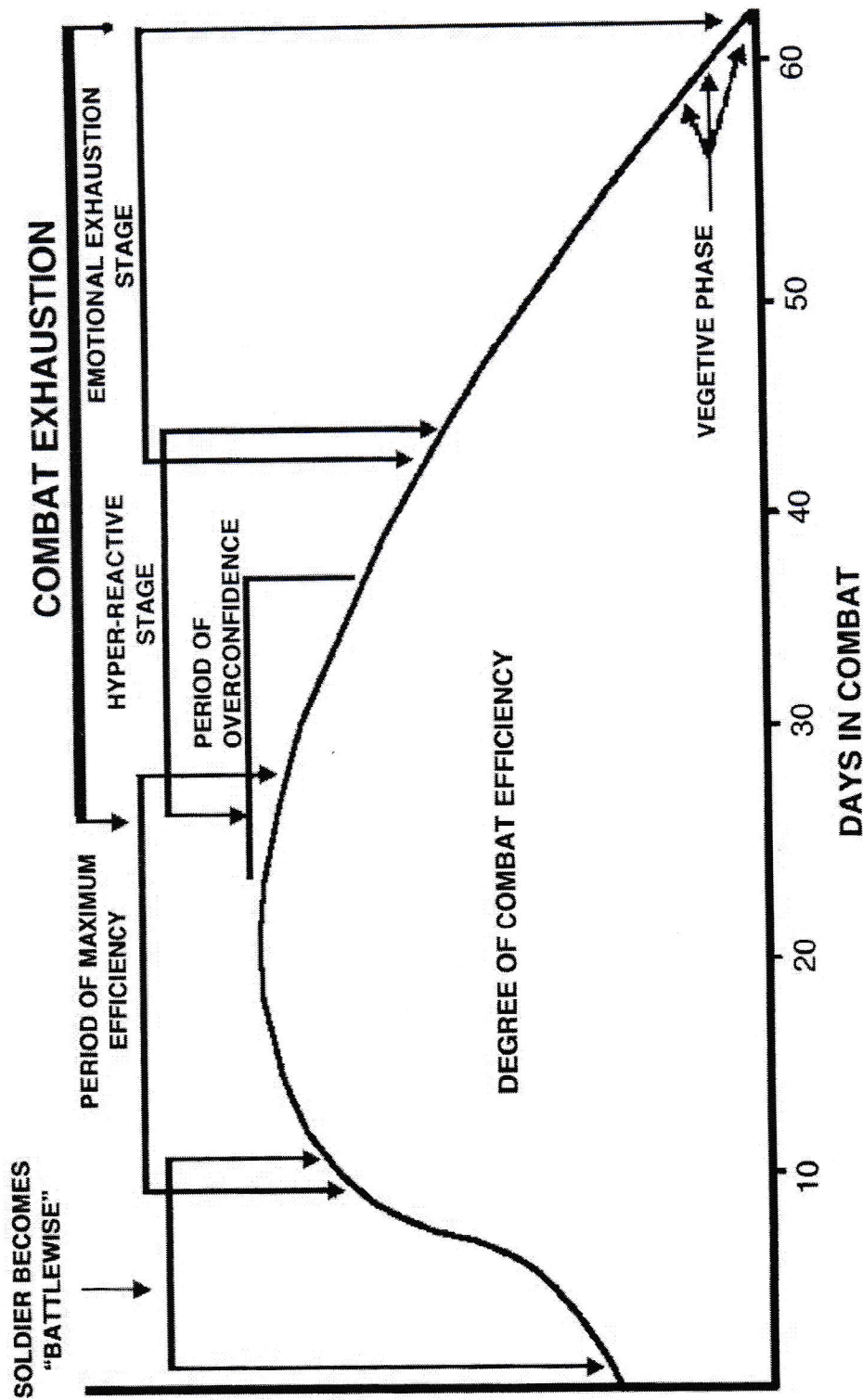
*Austria, Belgium, Denmark, England / Wales, Hungary, Italy, & Switzerland

www.killology.com

Source: U.S. Statistical Abstracts, Canadian Centre for Justice Statistics, Interpol Crime Statistics

www.TakeTheChallenge.com

COMBAT EFFICIENCY



Note: 60 days of continuous day & night combat is a modern (20th century) phenomenon

Source: Swank & Marchand 1949

www.killology.com

*Battle of Normandy 1st/2nd 981
Tactical Loss of Control*

Cap. Swank

200-450

(close to 200)

200 is per capita for whole pop.

Sleep

- The environmental cue that made us get enough sleep has gone away
- After 20 days of demanding, continuous physical activity:
 - 7 hours of sleep per day = 87% of peak efficiency
 - 6 hours of sleep per day = 50% of peak efficiency
 - 5 hours of sleep per day = 28% of peak efficiency
 - 4 hours of sleep per day = 15% of peak efficiency
 - 24 hours without sleep = legally drunk (.10)
- Lack of Sleep = key factor in stress casualties and PTSD
= key factor in illness (destroys immune system)
- 30 minutes = minimum time for effective nap
- Sleep needs to be in the dark to be of maximum value
- Caffeine can provide temporary assistance in sleep deprivation, but the effect is greatly reduced if you have already established a tolerance to the drug
- Nicotine is of no value in dealing with sleep deprivation

*Sleep depr. - one of greatest predictors of suicide
- key factor in acquiring PTSD*

Heart Rate

Beats Per Minute
(Copyright 1997 Siddle & Grossman)

*W... it was less stressful
the 1st time is training
talk hardware pros
(model of gun)
talk software
(the your heart)*

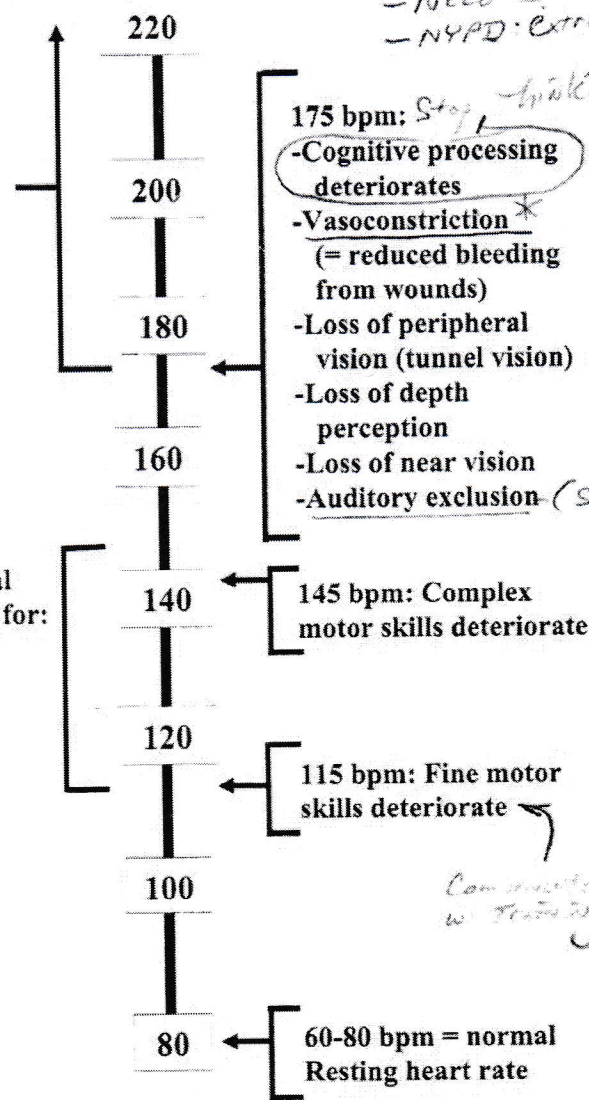
Calm Warriors
- Live in Condition Yellow
- Need Stress Invocation
- NYPD: extra 40hr of force

Freeze
Stuck in
Evolution
Processing
that

Above 175 bpm:
- Irrational fight or flee
- Freezing
- Submissive behavior
- Voiding of bladder and bowels *WWII: 20%+*
- Gross motor skills (running, charging, etc. at highest performance level)

115-145 bpm = optimal survival and combat performance level for:
- Complex motor skills
- Visual reaction time
- Cognitive reaction time

Maintains Control
pilots
bomb techs
surgeons
military & LE leaders



Condition Black (aka panic)	
Condition Red	
Condition Yellow	Condition White (psychological condition)

Stunned
Sheep: Grate

EFFECTS OF HORMONAL OR FEAR INDUCED HEART RATE INCREASE

- Notes:
- 1- These data are for hormonal or fear induced heart rate increases resulting from sympathetic nervous system arousal. Exercise induced increases will not have the same effect.
 - 2- Hormonal induced performance and strength increases can achieve 100% of potential max within 10 seconds, but drop 55% after 30 seconds, 35% after 60 seconds, and 31% after 90 seconds. It takes a minimum of 3 minutes of rest to "recharge" the system.
 - 3- Any extended period of relaxation after intense sympathetic nervous system arousal can result in a parasympathetic backlash, with significant drops in energy level, heart rate and blood pressure. This can manifest itself as normal shock symptoms (dizziness, nausea and/or vomiting, paleness, clammy skin) and/or profound exhaustion.

Can't control your voice - can't control your hands
Military has proven (studies) sports psychology tenets hold in combat

Perceptual Distortions in Combat

From *Deadly Force Encounters* by Dr. Alexis Artwohl & Loren Christensen

Based on Survey of 141 Officers

- ❖ 85% Diminished Sound (auditory exclusion)
- ❖ 16% Intensified Sounds
- ❖ 80% Tunnel Vision
- ❖ 74% Automatic Pilot *Did what trained to do w/o conscious thought
- Sink to level of training*
("Scared Speechless?")
- ❖ 72% Heightened Visual Clarity
- ❖ 65% Slow Motion Time
- ❖ 07% Temporary Paralysis
- ❖ 51% Memory Loss for Parts of the Event
- ❖ 47% Memory Loss for Some of Your Actions
("Perseveration?")
- ❖ 40% Dissociation (detachment)
- ❖ 26% Intrusive Distracting Thoughts
- ❖ 22% Memory Distortions ("Perceptual Set?")
(Role of fear and past associations)
(Role of videotaping) *aka hallucinations*
- ❖ 16% Fast Motion Time

For additional info on perceptual distortions in combat, *Into The Kill Zone* by Dr. David A. Klinger is highly recommended.

www.killology.com

Autogenic (Tactical) Breathing

(Based on techniques developed by Calibre Press and Gary Klugiewicz)

- **THREE Times:**
 - ✓ In Through the Nose for 4-Count
 - ✓ Hold for 4-Count
 - ✓ Out Through the Lips for 4-Count
 - ✓ Hold for 4-Count
- **Attitude is Contagious**
 - ✓ Panic is Contagious
 - ✓ CALM is Contagious
- **Can “Inflict” Breathing on Others**

Diagnostic Criteria for Post-traumatic Stress Disorder

(Extracted from the Diagnostic and Statistical Manual (DSM-IV) of the American Psychiatric Assn.)

A. Exposure to a traumatic event in which both of the following were present:

1. Experienced, witnessed, or was confronted by event(s) involving actual or threatened death or serious injury...of self or others

✗ Response involved intense fear, helplessness, or horror

Be seen inoculated, Trauma, go to business as prep
The disorder may be especially severe or longer lasting when the stressor is of human design (e.g. torture, rape). (DSM-III-R notes that: some stressors frequently cause the disorder (e.g. torture), and others produce it only occasionally (e.g. natural disasters or car accidents).

B. Traumatic event is persistently reexperienced in one or more of the following ways: *NOT PTSD*

1. Recurrent, intrusive, distressing recollections of the event . . .

2. Acting or feeling as if the event were recurring, including: "sense of reliving" the experience, illusions, hallucinations and flashbacks – including while awakening or intoxicated

3. Intense psychological distress at exposure to internal or external cues that symbolize or resemble an aspect of the traumatic event

4. Psychological reactivity on exposure to internal or external cues that symbolize or resemble an aspect of the traumatic event

(Continued)

Diagnostic Criteria for Post-traumatic Stress Disorder (continued)

C. Persistent avoidance of stimuli associated with the trauma, or numbing of general responsiveness, as indicated by at least 3 of the following:

1. Efforts to avoid thoughts, feelings or conversations associated with the trauma *can't work*
2. Efforts to avoid activities, places, or people that arouse recollections of the trauma. *No - need to make sense with it.*
3. Inability to recall an important aspect of the trauma
4. Markedly diminished interest or participation in significant activities
5. Feeling of detachment or estrangement from others
6. Restricted range of affect (e.g. unable to have loving feelings) ...

Need to detach feelings from the memory
D. Persistent symptoms of increased arousal (not present before the trauma), as indicated from 2 or more of the following:

1. Difficulty falling or staying asleep
2. Irritability or outbursts of anger
3. Difficulty concentrating
4. Hypervigilance
5. Exaggerated startle response

[-Self medication]

E. Duration of the disturbance (symptoms in B, C, and D) of at least one month *Enough prior to E&F are Normal as well as E, F)*

F. The disturbance causes clinically significant distress or impairment in social, occupational, or other important areas of functioning.

Acute: if duration of symptoms is less than 3 months;

Chronic: if duration of symptoms 3 months or more;

With Delayed onset: If symptoms were at least 6 months after the trauma).

Surviving Gunshot Wounds

"All things are ready if our minds be so."

❖ **Don't Panic!**

-The fact that you are alive to know you are shot is good!

-A mission, a goal can keep you going.

❖ **You can train yourself, condition yourself, to keep going.**

-Visualize yourself getting hit and continuing to fight.

❖ **Tap the Power of adrenaline!**

-Officer shot perp with a .45, five times before perp dropped.

❖ **Later, officer was shot, and said to himself,**

"Get up, get up! If he could do it, I can too."

❖ **Expect:**

-Dry mouth, sweaty palms, pounding heart.

-Tissue wounds may not hurt.

-Bone-hits hurt: but no one dies of broken bones!

-Blood loss: Body has approximately 1.5 gallons of blood.

****You can lose 40% (over ½ gal) without losing consciousness!**

❖ **Develop NOW the will, *the resolve* to live.**

-Keep going until after medical help arrives

-You will probably make it—if alive and stable enough to be transported.

❖ **Afterwards: anxiety, anger, flashbacks, nightmares are**

❖ **normal.**

-Remember your breathing to control anxiety.

"You have never lived until you have almost died. For those who fight for it, life has a flavor the protected will never know."

Survivor Guilt

Key = Talk/Think ahead of time

• Love: “We Band of Brothers . . .”

-From: Shakespeare, Henry V

• Justice Not Vengeance

• Life Not Death

www.killology.com

**©1998 by Dave Grossman
Author of *On Killing***

Thou Shalt Not Kill?

- ❖ Exod. 20:13 "Thou Shalt not murder." *Only k5 version says "murder"*
- ❖ Matt. 19:18 Jesus Said: "Thou Shalt do no murder."
- ❖ II Chron. 18:6 "The Lord gave victory to David..."
- ❖ I Sam. 18:7 "David killed his tens of thousands..."
- ❖ 11 Sam. 11 "...Trouble started when David murdered Uriah.
- ❖ Prov. 6:17 "These six things God hates ... Shedders of innocent blood."
- ❖ Matt. 19:21 The Rich Young Man comes to Jesus ...
"Sell everything you have."
- ❖ Matt. 8:10 The Centurion comes to Jesus ...
"No greater faith have I found."
- ❖ Luke 22:36 Jesus Said: "Buy a sword ..."
- ❖ Matt. 26:52 "He who lives by the sword shall die by the sword."
- ❖ Rom. 13:4 "The magistrate beareth not the sword in vain."
- ❖ Acts 10 1st gentile Christian is Cornelius, a Centurion

John 15:13

**"Greater Love has no man than this:
That he give his life for his friends."**

"If you are not prepared to play by the rules - get out of our game."
www.killology.com

*Cannot break one of the oldest vows you've made - "justice for all"
Whether it's revenge or whatever you think you are trying to accomplish,
it's not worth it."*

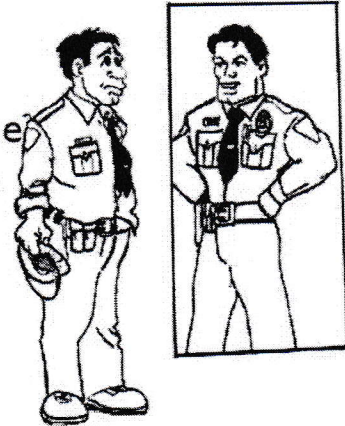
THE BULLETPROOF WARRIOR

Are we prepared (preparing) for the Reality?

- The Will to Survive is *Instinctive*; the Ability to Survive is *Learned*.
- Unfortunately, the Will to Survive is all too often Trained out of the psyches of our police officers.

The Modern Warrior's Edge:

1. Take personal *Responsibility*!
2. Recognize that *Communication Skills* are the most important skills for officers to master.
3. Understand Stress and its relationship to officer deaths.
4. Prepares and Trains for REALITY!



Organizational Cultures & Training

- Do you train in reality?
- Is your training actually counter-productive?
- Does your culture create officers afraid to act?

In the vast majority of cases before people attack us, what do they do? Warn - Provide Indicators

Video: Deputy Dinkheller; "I'm in fear of my life!"

Predatory Behavior and Command Presence:

Predators are always looking for: A Body Count

They find them by recognizing: Soft Targets

The most difficult part of the job is **BALANCE!**

An Officer's personal perspective, their attitude, is either the greatest of assets or the worst kind of enemy!

The secret to success: _____

Videos

www.calibrepress.com

Matt Williams



Calibre Press - Street Survivor Seminar Facebook page

THE BULLETPROOF WARRIOR

STRESS AND THE SCIENCE OF FORCE

How are officers dying?

What is the main contributor to those deaths?

Are you prepared on every level?

The Fatal Four

1. Felonious Assaults
2. Roadway Related Incidents
3. Physical Conditioning (heart attacks)
4. Emotional Health (suicide)

**"The body will not go
where the mind has never been."**

Glennon

Notes:

Videos of "Shots" with many bullets fired after suspect is motionless:

- Cops mind cannot immediately process fact that suspect's state has changed
- "You think this guy was serious?" <images of bullet-damaged badge>
"We know what they are trying to do - kill a cop. So do why expect us to act differently? They <criminals> start this <encounters> but they ask us to play by rules!"

Force Science. Inst.:

"If you are not part of ForceScience.org you are cracked"

* Glennon recalls Ofc. Dan

www.calibrepress.com

* Book: the invisible gorilla

THE BULLETPROOF WARRIOR

Expect perceptual changes:

- Tunnel vision
- Auditory exclusion
- Time Distortion
- Chronological confusion
- Cognitive Deterioration!

A. Natural Stress Responses

1. Evaluation/Processing (stop-look-listen)
2. Flee
3. Fight

B. Maladaptive Behaviors

1. Freezing (under-reaction)
2. Hyper-FIGHT (over-reaction)
3. Cognitive Deterioration
 - Mental shutdown
 - Sensory/Perceptual distortion
 - Decision decline
 - Overly aggressive
 - Poor decisions



INSTINCTS VS. TRAINING

"Under stress in a crisis, you will instinctively revert to the way you have trained." Chuck Remsberg

A. Training for success or failure?

- The problem with the 7-yard line & Center mass
- Hand to hand combat
- Reality based training or simply qualifying?

B. Force Science Institute: Our adversaries

- Younger & Better shape
- Been in more gunfights and violent encounters
- Practice more & *Don't Hesitate* ← on overhand s/d
- Officers missed cues

THE BULLETPROOF WARRIOR

C. Complacency

- Life's benign experiences suppress our natural survival instincts
- An attack on you is a violent act! What is the only way to overcome that violence?
- Are you prepared?

Start on
Overhead Proj

Notes:

Absence to violence a short exposure to violence creates a false sense of security

VIDEO'S

Cops shooting at cars driving away

→ "Good Shoots"

→ Media poisoning minds of public saying it isn't

→ Criticize police leaders who disapprove

→ Too many variables to write policy on shooting @ cars.

VIDEO: A officer

When asked an officer in LA how said it was Good Shoot because he didn't obey the officer's commands

Albuquerque

Police: "38 shooting in 3 yrs and no officers were found to have done anything wrong." Glennon claims he's boxed these cases. "They haven't been charged because they've done nothing wrong."

THE PROVERBIAL BOX

A. The "Box"

- TV and Movies
- Unconscious learning
- Organizational Culture
- Routine encounters?
- What happens when you shoot someone?



B. Visualization and the Reality of Violence

- Age, race, gender
- Case Study: Trooper Randy Vetter
- Head shots / Back Shooting
- Split-second decisions
- One-shot stopping

THE TRUTHS OF THE HUMAN ANIMAL

1. Communication is a CONSTANT !!!!

- How you communicate defines you.
- Your ability to read others could be the difference between life and death?
- Developing Rapport may help thwart an attack

Communication Channels: Verbal & Nonverbal

1. **Verbal:** Chosen words (conscious)
2. **Verbal:** Not-so-chosen words (unconscious)
3. **Nonverbal:** Body language, proxemics, adornment, gestures (unconscious)
4. **Nonverbal:** Paralinguistic: voice, tone, inflection, rate of speech, etc. (unconscious)

What is the most accurate form of *Communication*?

Non - Verbal !

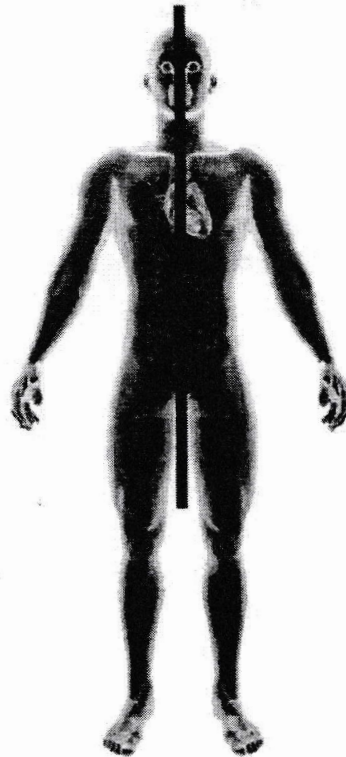
2. The Unconscious is in Charge

- **99%**
- The **unconscious auto-pilot** dictates our actions, our reactions, our behavior, and our communications style
- We send messages, decipher and evaluate the messages sent by others, and determine another person's worth, intent, and value, almost entirely on an unconscious level
- **Leakage** - the tendency of true feelings, intent, attitudes, etc. to leak out through body language, paralinguistic behavior, and verbal communication

Texas Traffic Stop Case Study:

Leaked Pre-Attack Indicators

- Target glance
- Lack of eye-contact
- Minimal movement
- Hands
- Drawing to the middle
- **SCANNING**
- **BARRIERS: Distance/Space**
- **Stress/Felony Stretch**
- **Stall Utterance: hesitation when**
- **asked an easy question**
 - Huh?
 - Verification, hesitation
 - Repeats the question
 - Silence



The Reality of Prejudice

"Intuition is just the things we've learned without realizing we've learned them..."

OC PR
1/3 / income
OT 17%

THE BULLETPROOF WARRIOR

Notes:

Predators react totally on instinct
We (cops) rely on training & cues

VIDEO: Comroe TX (2011)

Followed By Statement: Cops Freeze due to laws, lawsuits, policies, politics
(not training)

Pluralistic Ignorance - copycat - whole group copies
stupidity of first officer who succumbs to "hyper-fight" (over reaction)

Police Culture needs to focus more on stress response

VIDEO: MN State Patrol shooting

Some Cities Don't Allow Officers To Attend Lifetime Trainings
- LA, Houston, unnamed suburb of Dallas, others

THE 93% (Body Language)

Educate the Conscious

Learn to "educate" both your conscious and unconscious systems in order for them to work in tandem. **Identify Consciously what you "know" Unconsciously:**

- Scanning
- Eye Avoidance
- 1000-Yard-Stare / Rapid Blinking
- Hand Hiding, Rubbing
- Nostril flare, face/neck touching
- Stress/Felony Stretch
- Grooming, Indexing
- Stall Utterances (Hesitators, Verifiers)



The Key: Learn to read the totality

1. Timing
2. Clusters
3. Congruency
4. Conversational Cadence Changes

When the words and body are in conflict:

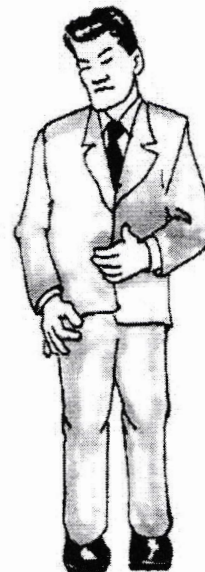
!!

The Eyes:

- Good Indicator for mood and intent
- Avg. contact 2-3 seconds
- Blinking every 2-6 sec.
- Honesty: eye contact is between 60 - 70%
- Dishonesty/Disinterest: less than 40%

Barriers:

- Arms, legs
- Position off-line (45 -90 degrees)
- Closed / Covered eyes
- Pockets, Other People
- Space (no matter how slight)



THE BULLETPROOF WARRIOR

Aggression / Hostility:

- Hands on hips, arms crossed
- Tight jaw, clenched teeth, lips
- Clenched / clenching fists
- Staring, scowling
- Pointing fingers, Wide stance
- Slamming fists, thumbs in belt
- Wearing gloves
- Tapping / touching gun/night stick



Honesty:

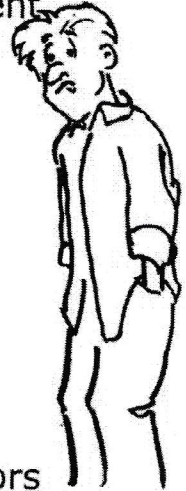
- Sitting upright but not rigid
- Smiling naturally and at appropriate times
- Steepling
- Open / Unhidden Palms
- Smooth changes of position / posture
- Gestures before or accompanying verbal
- Leaning forward on occasion
- 60-70% eye contact

Notes: _____

THE BULLETPROOF WARRIOR

DECEIT:

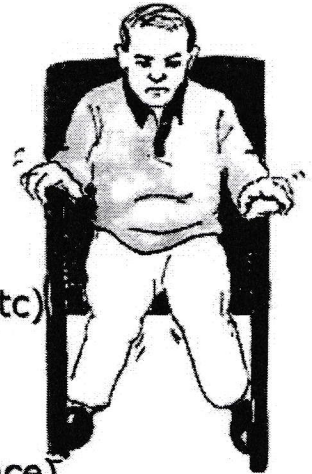
- Unnaturally rigid or overly dramatic movement
- Slouching, Uninterested
- Blink rate altered significantly
- Barriers: crossed arms or legs
- Fake yawn, Felony / Stress Stretch
- Grooming
- Closed / Hidden Palms
- *Lock-Down or Drama Queen*
- *Gestures after verbal*
- Failure to answer question asked
- Persecution
- Stall Utterances: Verifiers, Clarifiers, Hesitators
- Conversational Cadence Changes



Vocal Clues & Cues

Religious & Family Affirmations:

- "I swear to God!"
- "As God is my witness."
- "I am a religious man."
- "May God strike me (mother, brother, etc) dead."



Other Flags:

- "OK?", "Right?" (at the end of a sentence)
- "To be totally honest."
- "Everyone knows that.."
- "Why would I lie?"
- "I wouldn't lie to you."

Notes: _____

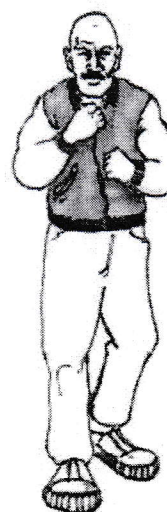
VI. PREATTACK INDICATORS

Indicator #1: Verbal Threats

Indicator #2: Noncompliance

Indicator #3: The Nonverbals

1. Immediate exit from vehicle
2. Hands in pocket
3. Fake Yawn / Felony Stretch
4. Lack of or dramatic movement
5. Scanning, Target Glance
6. Clenched / Clenching fists
7. Pugilistic / Bladed stance
8. Nervous stance / gestures
9. Contact with associates
10. Hands to face



Indicator #4: Verbal Hiccups

As the Street Interviewer never ask:

1. _____
2. _____

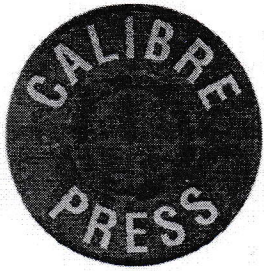
Dialogue Cues

1. Clarifiers / Verifiers
2. Repeats the question
3. Stall Utterances
4. Stuttering / Hesitations
5. Conversational Cadence Changes
6. Question is not answered



Notes:

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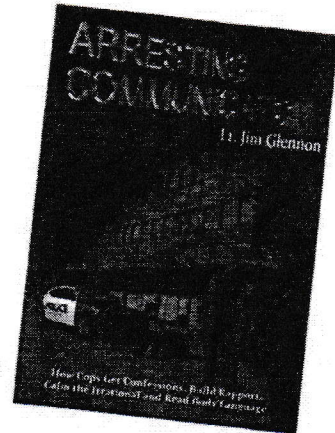
ARRESTING COMMUNICATION

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Arresting Communication is entertaining, realistic, right on point and provides absolutely essential skills for all in Law Enforcement. Jim uses cop humor, relatable situations and borrows from his 30 years of experience in Law Enforcement to make his case that communication skills are at the heart of success both personally and professionally. If you are in public safety, this book should be a mandatory read; it could save your career and perhaps your life.



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Instructors & Courses



Lt. Jim Glennon– jim@lifelinetraining.com

The Owner and Director of Training for LifeLine and Calibre Press. Lt. Glennon is a nationally recognized Instructor, author, and award winning columnist. His book Arresting Communication, was named "One of the Top 10 Best Law Enforcement Books of a All Time" by LawOfficer.com. Jim is a Street Survival Instructor and Lead Instructor of the following courses:

Arresting Communication: Essential Interaction Skills for Law Enforcement

The complete package when it comes to realistic communication training. Every police officer needs to be educated when it comes to realistic communication training. Every officer needs to be educated in the field of human-to-human interaction. This two-day course looks at communication as an integral aspect of both physical safety and career success. Topics covered include body language, proxemics, interaction, and the all-important indicators of deceit and pre-attack.

Finding the Leader in You: The More Courageous Path

This seminar advances the belief that most anyone can become a successful leader as long as they can learn to self-evaluate and develop a true understanding of human interaction. Finding the Leader examines the common denominators of both proven leaders and successful organizations. It also address the courage it takes for supervisors to make real changes and lead those in their charge down an ethical path.

The Warrior's Edge: Body Language, Proxemics, Pre-Attack Cues, and Deception Indicators

Numerous case studies and videos of actual attacks on officers are dissected from a communication perspective and discussed with the goal of understanding and improving the student's street interaction skills. Participants will develop a basic understanding of human nature, discuss the true reality of violence and examine how effective communications skills are the most important weapon in detecting and preventing attacks.



Sgt. Keith Wenzel

After a tour with the U.S. Marine Corps, Sgt. Wenzel began his law enforcement career in 1978. He has been with the Dallas Police Department since 1982. Keith has held supervising positions in patrol, deployment, and SWAT. Sgt. Wenzel began supervising the in-service training unit in 2007. His responsibilities include vehicle operation, defensive tactics, reality based training and use of force. Keith is a Street Survival Instructor and the lead instructor for the following courses:

Beyond the Cones: Risks and Responsibilities of the Roadway

Most officers, commanders, and risk managers view the police crash as both "the cost of doing business" and an anticipated cost of a departmental budget. However, crashes and traffic incidents are more than numbers on a page and line-items on a spreadsheet. Officers are killed and seriously injured every day in and around their squad cars. Beyond the Cones examines these Phenomenon from both a financial and human perspective. It focuses on solutions to reduce deaths, injuries, and the high cost of property damage.

The Tactical Leader: When Seconds Count, Decisions Matter

This one day course is designed to provide you, the first line supervisor, with the tools necessary to effectively lead police officers and manage critical incidents. Tactical Leadership addresses the skills necessary to establish a cohesive and forward thinking team and ready them for success on the street. In addition, videos of actual critical incidents will be viewed, analyzed and discussed in order to develop a workable understanding of how to manage an event to a successful conclusion.

Developing the Ultimate Instructor

This program begins with an examination of the essential components necessary for successful presentations. This course will focus on presentation skills, lesson plans, common myths of public speaking, and modern technology. Developing the Ultimate Instructor will enable the presenter to effectively create and execute a dynamic training program.



Sgt. Pam Starr

Sgt. Starr has been a police officer for Dallas Police Department for the past fifteen years. As well as a police officer, she is certified by the state of Texas as an EMT. Pam has worked as a bicycle officer, patrol officer, detective, and an undercover narcotics officer. She is currently a sergeant in patrol, but continues to instruct several courses for Dallas PD. Pam is the creator and Lead Instructor of the following course:

Female Enforcers: Advanced Mental, Physical, and Tactical Skills to Survive

This one day course, instructed by Sgt. Pam Starr, addresses the reality of women working as law enforcement officers. Designed for all women in law enforcement, the course topics include: history of women in police work, communication differences between the genders, training and equipment, patrol tactics, winning lethal force confrontations, use of force options, mental perspectives for both personal and career survival and physical fitness and health.



Lt. Kelly DeVoll

Lt. DeVoll is a 22 year veteran of law enforcement. He has served as a corrections officer, patrol officer, D.A.R.E. officer and supervisor, SWAT operator, forensic crime scene supervisor, patrol sergeant, school resource officer, and law Enforcement Trainer. Kelly DeVoll is a Street Survival instructor and Lead Instructor for the following course:

Crisis Communication: Crisis Intervention and Management for Tele-Communicators

This is a one day course designed for Tele-Communicators, as well as their managers. Its objective is to assist dispatchers in recognizing people in crisis and learn how to effectively deal with that person's emotions and manage the emergency situation successfully. Crisis Communication is presented in a dynamic fashion and provides students with the information and skills necessary to improve their abilities for dealing with people in crisis immediately



John Bostain

John is currently a Program Specialist at the Federal Law Enforcement Training Center (FLETC) where he has been a full time Law Enforcement trainer since 2001. for the past 15 years John has trained more 10, 000 police officers at State, Local, and Federal Levels. John was the recipient of the 2012 "Law Officer Magazine Trainer of the Year" award. John Bostain is a Street Survival Instructor and Lead Instructor of the following course

Anatomy of Force Incidents

This evidence based course separates fact from fiction regarding frequently held beliefs about Use of Force. This comprehensive course addresses what happens before, during, and after a Use of Force incident and provides model practices that benefit the officer and the agency, by instilling the confidence to use force. This course uses video review, case studies, and small group discussion as the primary delivery methods.



Sgt. Ray DeCunto

Ray DeCunto began his law enforcement career in 1981. During his 28 years as a law enforcement officer, Ray has served in such assignments as patrol, field training, traffic enforcement, SWAT, and narcotics. As a sergeant within the Narcotics Division, Ray supervised and directed covert and overt drug operations. Ray is a certified instructor in firearms, defensive tactics, defensive driving, expandable baton, and chemical agents. Sgt. DeCunto is currently a Calibre Press Street Survival Instructor.



Chief Ed Delmore

Ed Delmore has been a police officer since 1982 and currently serves as Chief of Police in Gulf Shores, Alabama. He has served as a patrol officer, undercover narcotics investigator, patrol sergeant, watch commander, deputy chief, and chief of police. For several years he was the working commander of the most successful city criminal interdiction unit in the State of Illinois. Chief Delmore has seized millions of dollars in illicit drugs and drug currency and has taught thousands of police officers throughout the United States about Criminal Interdiction.

Chief Delmore is the creator and lead instructor for the following course:

Advanced Criminal Patrol Tactics

This fast paced eight-hour course is intended for patrol officers and supervisors who want to become more effective in detecting and arresting criminals operating motor vehicles. Including drug traffickers, fugitives, felons, and gang members; the training focuses on objective criteria for criminal interdiction and not on so-called "profiling" techniques. This course covers topics that include: criminal patrol procedures, officer safety, roadside interviews, detecting deception, consent searches, salvaging turn-downs, arrest tactics, contact and cover, informant development, and controlled deliveries.

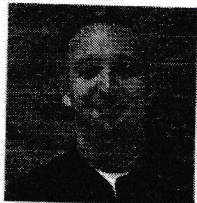


Captain Steve Johnson

Captain Steve Johnson has been with the St. Clair county Sheriff's Department since 1989. Steve currently supervises the criminal Investigation Section, the Drug Tactical Unit, Street Crimes Unit, Special Response Team (SWAT), Warrant Section, Evidence section, Courthouse security, and Domestic Violence Unit. Steve holds a Bachelor's degree in Workforce Education and earned his Master of Arts Degree in Computer Resources and Information Management specializing in Personnel Management. Captain Johnson is a Street Survival instructor and Lead Instructor for the following course:

Surviving Hidden Weapons

This one day course was created to teach officers to successfully identify common and uncommon concealment areas in household items, internet purchased items, altered devices and specially designed armaments all made with criminal intent to conceal dangerous and deadly weapons. Surviving Hidden Weapons uses specific Tactical Advantage and Officer Safety Procedures to provide students with effective techniques designed to enhance their ability to recognize and uncover expertly concealed armaments, while remaining tactically sound during the recover and extraction process.



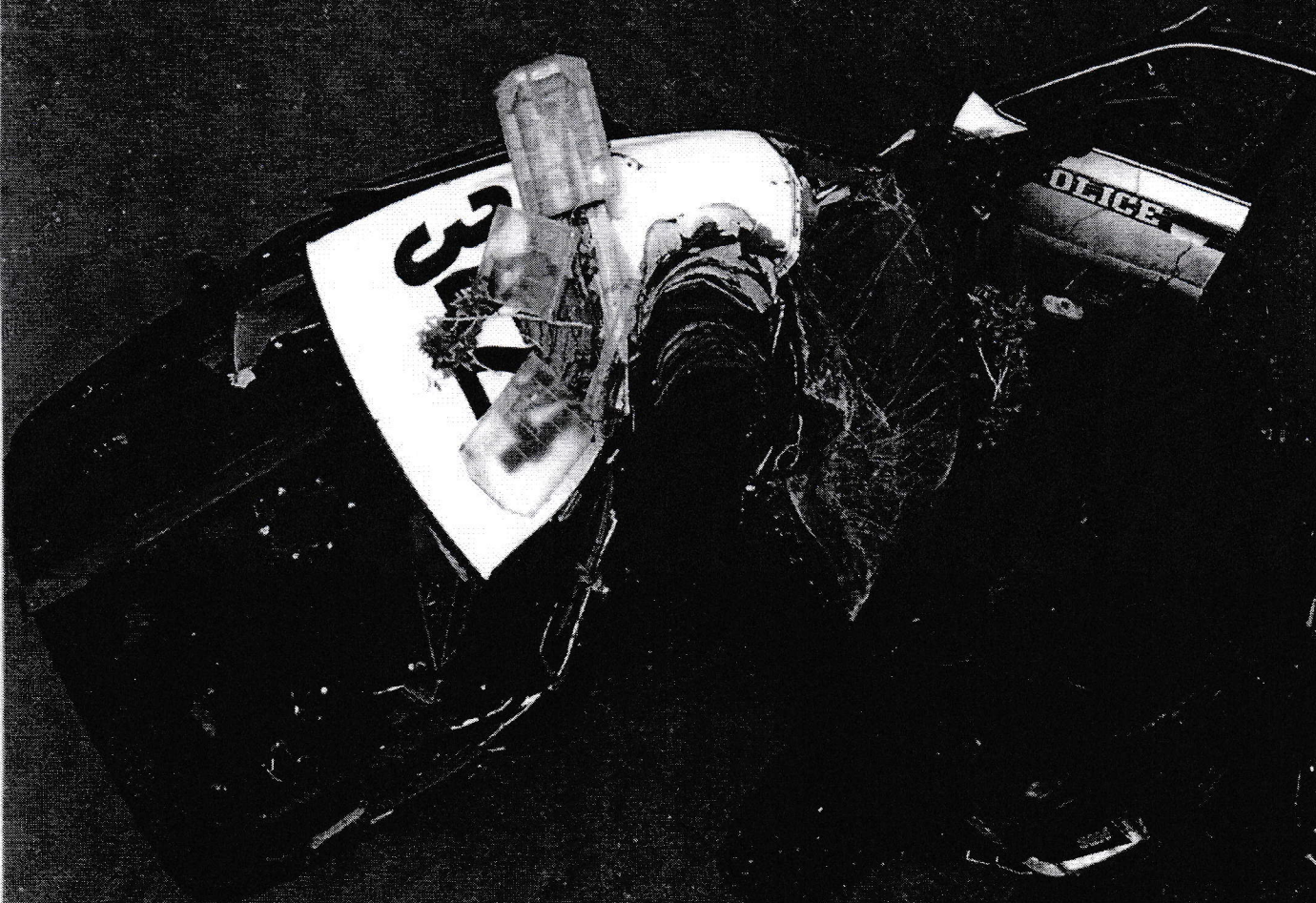
Sgt. Scott Hughes

Scott has been with the Springfield Township (Hamilton County, Ohio) Police Department since 1999. Scott currently supervises the department's IMPACT unit and coordinates the agency's Field Training Officer program. Sgt. Hughes is a graduate of The Supervisor Training and Education program as well as The Police Executive Leadership College. Scott is the Creator and Lead Instructor of "TNT: Tactics in Traffic" and an Instructor for the "Street Survival" seminar and the "Warrior's Edge" seminar.

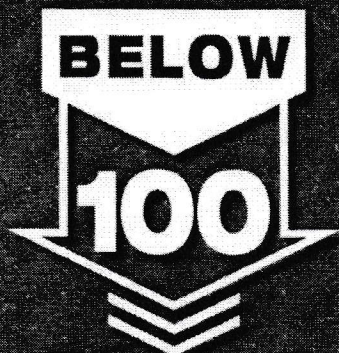
TNT: Tactics in Traffic:

Traffic Stops are one of the most common and dangerous actions performed by police officers. Regardless of where you work, if you have a roadway travelling through your jurisdiction— Danger Exists! This highly informative and powerful course utilizes over 75 videos and illustrations while examining how officers are injured and killed during vehicle stops. By the end of the seminar, you will be able to immediately implement new tactics and techniques which will increase your confidence and dramatically improve your officer safety skills.

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