

A-3

NON-EMERGENCY INCIDENT RESPONSE

CORE POLICING COMPETENCY: CONFLICT RESOLUTION AND/OR PROBLEM-SOLVING SKILLS

LEARNING ISSUES:

- Ability to de-escalate: neighborhood disputes, domestic violence calls, civil disturbances, out of control children, other non-emergency situations requiring resolution
- Crisis intervention skills
- Resolution tactics with the public, co-workers and PTO; i.e., avoidance, accommodation, forcing, compromising and collaboration during non-emergency situations
- Recognizing and addressing all parts of conflict
- Other issues as they apply to conflict resolution during non-emergency incidents
- Recognize, prevent and act on problems
- Identify and use outside department resources
- Use sound judgment in decision making
- Apply PBL and SARA to solve community problems

RESOURCES:

- DPD G.O. 1005: Code of Ethics
- DPD G.O.4046, R-4: Domestic Violence
- DPD G.O. 4007, R-1: Mental Commitments
- DPD G.O. 4022, R-3: Civil Disturbances and Mass Arrests
- DPD G.O. 4074: Bias Based Policing
- Durham City Ordinance 14-26: Offenses Against Public Peace and Order
- DPD SOP. A-6, R-3: Trespassers on Durham Housing Authority Property
- DPD SOP. A-26, R-1: Vehicle Repossessions
- SR&S Internet site (www.policehelp.net): Trespass or Eviction
- DPD Rules & Regulations 4.2: Civil Controversies
- DPD G.O. 1018, R-1: Community Relations
- DPD G.O. 4050, R-1: Misdemeanor Arrests
- PTO training manual
- SARA model
- (COP) Community Oriented Policing Internet site (<http://www.cops.usdoj.gov/>)

LEARNING OUTCOMES:

1. The trainee is able to describe various conflict resolution strategies, relevant Standard Operating Procedures and policies and explain how they relate to training in this phase.
2. The trainee is able to analyze and apply what conflict resolution strategies, SOPs and regulations apply in a variety of situations.
3. The trainee is able to describe problem-solving skills, problem based learning, and departmental practices and explain how they relate to training in this phase.
4. The trainee is able to analyze and apply problem-solving skills, problem based learning, and departmental practices related to a variety of situations.
5. The trainee is able to evaluate the effectiveness of the reference material listed in this competency.

