

## B-3

### EMERGENCY INCIDENT RESPONSE

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

##### LEARNING ISSUES:

- Resolving conflicts centered on emergency incidents, or conflicts that have potential to become emergency situations.
- Resolving conflicts during emergency crime scene management
- Crisis intervention skills
- Negotiation skills
- Resolution tactics with the public, co-workers, and commanders during emergencies: i.e. Avoidance, accommodation, forcing, compromising, and collaborations.
- Recognizing and addressing all parts of a conflict in an emergency.
- Other issues as they apply to conflict resolution during emergency incidents
- Quickly assessing, recognizing, and acting on problems in emergency incidents
- Prioritizing problems at the scene of emergencies
- Decision making abilities, taking the most appropriate action
- Recognizing multiple solutions
- Use of outside resources available on emergency calls for service
- Situational flexibility; use of good judgment and officer discretion at emergencies
- Utilizing the right personnel to solve problems
- Other issues as they apply to problem solving

##### RESOURCES:

- DPD G.O. 1002,R-4 Mission and Vision Statement
- DPD G.O. 1005,R-2 Limits of Authority- Oath of Office-Discretion
- DPD G.O. 1006, R-1: Concurrent Jurisdictions and Mutual Aid Agreements
- DPD G.O. 1018, R-1: Community Relations
- DPD G.O. 1022, R-1: Hostage Negotiation Team
- DPD G.O. 1033, R-1: Relationships with other Agencies- Liaison and referrals.
- DPD G.O. 1050, Professional Excellence Program
- DPD G.O.2004,R-3 Employee Performance Appraisals
- DPD G.O. 2012 Police Training Program
- DPD G.O. 2019,R-1 Career Counseling and Voluntary In-Service Training
- DPD G.O. 4007, R-2: Commitments of Mental Patients, Alcoholics and Drug Addicts
- DPD G.O. 4020, R-1: Emergency Mobilization Plan
- DPD G.O. 4021, R-3: Unusual Occurrences and incidents
- DPD G.O. 4022, R-3: Civil Disturbances and Mass arrests
- DPD G.O. 4046, R-4: Domestic Violence
- DPD G.O. 4050, R-1: Misdemeanor Arrests
- DPD G.O. 4069, R-1: Response to Active Shooters
- DPD S.O.P. A-1,R-2 Patrol Bureau Function Statement
- DPD Performance Standards
- 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, 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.