

D-3

PATROL ACTIVITIES

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

LEARNING ISSUES:

- Recognizing potential conflicts and intervening
- Resolution tactics with the co-workers, PTO and the public,; i.e., avoidance, accommodation, forcing, compromising and collaboration during situations
- Ability to de-escalate: neighborhood disputes, civil disturbances, out of control children, other general patrol situations requiring resolution
- Intervention skills
- Other issues as they apply to conflict resolution during patrol activities
- 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
- Other issues as they apply to problem solving during patrol activities

RESOURCES:

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

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.

