

# Blue Shield Tactical

## Blueshieldtactical.com

### Interpersonal Skills for Professional Law Enforcement

16 HOURS

\$250



**Course Overview:** In this comprehensive 16-hour training, law enforcement professionals will enhance their ability to interact with the public, reduce unnecessary escalations, and build public confidence. By focusing on communication skills and professionalism, officers can create positive encounters. Here's what the course covers:

#### **Understanding Communication Styles:**

- Explore primary communication styles used in law enforcement.
- Understand how adapting communication can influence outcomes.

#### **Paraphrasing Techniques:**

- Learn effective paraphrasing to ensure clear understanding.
- Practice active listening and accurate restatement.

#### **Verbal Communication Skills:**

- Master techniques for clear, concise, and respectful verbal interactions.
- Discuss de-escalation strategies through language.

#### **Non-Verbal Communication:**

- Understand the impact of body language, gestures, and eye contact.
- Explore non-verbal cues that convey authority and empathy.

#### **Listening Skills and Active Engagement:**

- Develop active listening habits to gather relevant information.
- Learn how attentive listening builds rapport.

#### **Displaying Integrity and Professionalism:**

- Discuss ethical behavior and its impact on public perception.
- Explore ways to maintain professionalism even in challenging situations.

#### **Proactive Patrol Strategies:**

- Understand the role of proactive policing in community engagement.
- Learn how to initiate positive interactions during patrols.

#### **Improving Citizen Contacts:**

- Identify tactics to enhance encounters with community members.
- Discuss approaches to address diverse populations effectively.

Remember, effective communication is a cornerstone of successful law enforcement. Officers who complete this course will gain valuable tools to navigate interactions and promote a professional image.



**June 11<sup>th</sup> - 12<sup>th</sup>, 2026**  
**Hendersonville, TN**



**CONTACT US**



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