

## **Peace Officer and Part Time Peace Officer In-Service Learning Objectives for Training on Conflict Management and Mediation**

In 2017 the Minnesota legislature passed statute 626.8469 TRAINING IN CRISIS RESPONSE, CONFLICT MANAGEMENT, AND CULTURAL DIVERSITY. One component of this statute requires the chief law enforcement officer of every state and local law enforcement agency to provide in-service training in conflict management and mediation beginning July 1, 2018.

This training must comply with learning objectives approved by the Minnesota Board of Peace Officer Standards and Training and be provided through courses approved for continuing education by the board.

These objectives are intended to provide officers with training on conflict management that promotes safe practices and positive resolutions. Although officers may be trained in individual skills and tactics, they must also be able to integrate them as they make decisions and solve problems in unique and complex situations. To be effective officer training should increase knowledge in the subject area and develop skills and abilities through participation.

### **Learning Objectives**

1. Demonstrate understanding of how fair and impartial treatment of community members develops good will between police and all people, discourages conflict, and encourages cooperation to include:
  - A. Discuss how mutual trust, respect and cooperation are promoted through:
    - Treating people fairly and with dignity and respect,
    - Giving people an opportunity to be heard during encounters with law enforcement,
    - Making impartial decisions,
    - Being transparent with actions and
    - Being open to community involvement in problem solving.
  - B. Discuss how fair, impartial treatment applies in a variety of police encounters with community members who are: victims, witnesses, by-standers, crime reporters or suspects.
2. Demonstrate understanding of the role of peace officers in conflict resolution to include:
  - A. Identify objective threat indicators that may call for taking immediate action to protect the safety of community members and officers.
  - B. Discuss or demonstrate practices and tactics that protect the safety of community members and officers while attempting conflict resolution.
  - C. Discuss the role peace officers play in fairly and objectively resolving conflict, in reducing tension, and in seeking ways to resolve conflict without use of force.

- D. Discuss how an officer's thoughts, moods, fears, and attitudes can contribute to the escalation or de-escalation of situations.
  - E. Discuss healthy ways to self-regulate emotions.
  - F. Identify how frustration, fear and anger play a role in conflict, and how making people feel safe, respected, and heard aids in managing heightened emotions.
3. Identify and demonstrate skills and strategies for conflict management and resolution to include:
- A. Discuss problem solving strategies and barriers for dealing with individuals in conflict, e.g., reducing fears and tensions, instilling confidence, identifying needs and solutions and providing options.
  - B. Identify communication tactics to promote peaceful dispute resolution, e.g., active listening, rapport building.
  - C. Identify communication skills that promote peaceful dispute resolution, e.g., officer presence and demeanor (stance, facial expression, eye contact and proximity).
  - D. Describe or demonstrate appropriate conflict resolution practices.
4. Manage conflict in dynamic circumstances to include:
- A. Identify objective threat indicators, such as rage or aggressive body language that may call for immediate action to protect the safety of community members and officers.
  - B. Discuss or demonstrate the use of threat reduction tactics involving time, distance, cover and disengagement while, if feasible, attempting de-escalation.
  - C. Demonstrate the use of emotional regulation and communication skills before, during and after a threatening incident.
  - D. Practice decision making in conflict scenarios that may or may not require the use of force.