

Basic Training Module Specifications

<u>Functional Area:</u>	II. Patrol Procedures
<u>Subject Area:</u>	B. Interpersonal Relations and Conflict Mediation
<u>Module Title:</u>	5. CIVIL DISPUTE
<u>Hours:</u>	Not less than 1 hour

Notes to Instructor:

Use role-playing.

Module Objectives:

II.B.5.1. Approach the Scene of a Civil Dispute.

- a. Evaluates information received about dispute (e.g., dispatch information, information from witnesses, information from other officers) to determine potential dangers in situation.
- b. Approaches site of dispute in a cautious manner (e.g., does not stand in front of door or windows, looks for means of escape).
- c. Observes and listens for unusual conditions upon arrival at dispute (e.g., fresh damage to property).

II.B.5.2. Manage a Civil Dispute.

- a. Identifies complainant if unable to locate disputants.
- b. Requests assistance through dispatcher if situation warrants additional strength.
- c. Enters site of dispute cautiously (e.g., introduces himself/herself, observes for all possible weapons).
- d. Separates disputants, if possible.
- e. Listens to both sides of dispute without taking sides to determine source of dispute.

II.B.5.3. Resolve a Civil Dispute.

- a. Advises disputants (e.g., in labor and management, landlord/tenant, or repossession disputes) of alternative courses of actions:
  - (1) civil remedies,
  - (2) prosecution,
  - (3) filing a suit in small claims court, etc.
- b. Protects safety of disputants and officer(s).
- c. Mediates civil dispute to satisfaction of disputants, if possible.
- d. Arrests disputant in volatile on-going dispute when a violation of a law occurs.