ENGAGEMENT STRATEGIES IMPROVEMENT PLAN



PURPOSE

Engagement Strategies Improvement Plan is an effort to evaluate our response protocols to ensure they support our department goals and promote the overall safety of our community.



PRINCIPLES TO CONSIDER

- We can't control all outcomes, but we can control our actions.
- Make informed decisions.
- Take the time needed and have a team approach.
- Keep small things small.

STEPS FOR SUCCESSFUL OUTCOMES

04

STEP















- What is the most appropriate response
- How many officers

03



GATHER MORE INFORMATION

- · Prioritize meeting the complainant
- Find out the facts and the desired outcome



DEVELOP A PLAN

- . Think about what the community wants
- Collaborate with peers and supervisors be creative!

05



06 **STEP**



WRAP-UP

- · Inform witnesses, onlookers, and supervisors
- · Articulate the decision-making process in a report

EVALUATE THE CALL

· Ask more questions

 Where on the response/risk spectrum does this fall?

CONSIDER THE INITIAL **RESPONSE**

- (in-person/phone)?
- do we need?

before acting

ACT, AND THEN MONITOR THE SITUATION

- Act and evaluate plan
- · Recognize if an officer needs to tap out
- Don't hesitate to intervene

RESPONSE/RISK SPECTRUM



PROTECTION OF LIFE

- When evil presents itself we are ready to confront it with all available resources
- We accept all risks when protecting life

VIOLENT CRIMES AGAINST PERSONS



RISK TOLERANCE



CRIME AND PUBLIC SAFETY

- Our mission is to ensure the safety of the community and restore peace
- · Weigh the risks and benefits of acting
- Use time and be creative

MOST CRIMES AGAINST PROPERTY



RISK TOLERANCE



RULES AND PUBLIC PEACE

- Not every offender is evil or criminal
- Not every violation needs a response
- Think about what the community wants and if our actions make it safer

CERTAIN TRAFFIC VIOLATIONS
AND VICTIMLESS CRIMES



LESS TIME TO ACT MORE

HIGH

NEED TO ACT

LOW

EXPERIMENT AND EMPOWERMENT

Seldom is there only one good way to solve a problem. Continuous evolution and improvement of our engagement strategies requires a collaborative effort from all levels of the organization. Challenging the status quo, sharing ideas for new processes, and developing different engagement strategies is the driving force behind this initiative.

All personnel are supported and encouraged to experiment with efforts that are Ethical, within Policy, consistent with our Mission Statement and for the Public Good.

People want to be treated with **RESPECT**

People prefer to be **ASKED** rather than told

People want to know WHY

People desire

OPTIONS rather
than threats

People want a **SECOND CHANCE**

- Dr. George J. Thompson, Founder - Verbal Judo