



ICE Academy Detention and Removal Operations Training Division Charleston, SC



U.S. Immigration
and Customs
Enforcement



VERBAL TECHNIQUES/COMMUNICATION for consent



U.S. Immigration
and Customs
Enforcement

VERBAL STRATEGIES

GOALS OF ENFORCEMENT

- 1. OFFICER SAFETY**
- 2. VOLUNTARY COMPLIANCE**
- 3. MISSION ACCOMPLISHED**



**U.S. Immigration
and Customs
Enforcement**

Verbal vs. Physical

It is clear that the vast majority of police work is verbal not physical.

In the scope of ICE operations a great majority of work is also verbal—communication.

A contact Officer's verbal skills are critical in obtaining consent to enter a residence. Without consent it all ends at the doorway.



Key Points

IDENTIFY YOURSELF AS “POLICE” or “Federal Officers” (DO NOT identify yourself as with a specific police department)

ESTABLISH CREDIBILITY (Department of Homeland Security conducting an investigation)

BUILD RAPPORT (seek common ground)

ASK FOR CONSENT TO ENTER AND Look Around (avoid the word “search”).



Authority

Know your law and authority. WHAT can you enforce and HOW can you enforce it.

Focus on the mission, your ability to succeed may depend upon your ability to use words skillfully.

As an Officer learn to identify and recognize body language. What you observe in a person may dictate on how you communicate with them.



**U.S. Immigration
and Customs
Enforcement**

Contact at a Residence/business

Find an angle “Why should this person help us or how would it benefit them, the neighborhood or community in our investigation/operation”

As ICE officers we are looking for criminal aliens, fugitives, sexual offenders, etc.

Employ verbal strategies in order to obtain consent to enter a residence.



**U.S. Immigration
and Customs
Enforcement**

Intelligence gathering questions

What is your last name sir/ms.?

Are you the homeowner?

How many people live here?

Are they here now?

Do you have any dogs in the house?

Are there any guns/weapons in the house?



REDIRECTING FOCUS

We are looking for a number of people, (I have some photographs I would like to show you) can we come inside and talk?

We have information that one of these individuals may be or has lived here recently.

Can we come inside and speak with you, this will not take very long?

VS.-

We need to come in and SEARCH your house. We have an arrest warrant for your husband-wife-brother-friend etc.



**U.S. Immigration
and Customs
Enforcement**

Redirecting Focus

We appreciate your cooperation.

Can we have your permission to take a quick look around the house for...it won't take long?

We would like to close our investigation at this address.

Vs.

Will you allow us to “SEARCH” your house to arrest your....?



**U.S. Immigration
and Customs
Enforcement**

Empathy- derived of Latin & Greek

Em—Latin means “to see through”

Pathy—Greek means “the eyes of the other”

To empathize is:

To understand

To see through the eyes of another

Standing/walking in another’s shoes

To understand where you are coming from

Empathy absorbs tension



**U.S. Immigration
and Customs
Enforcement**

Location of control

A concerned tone will enhance your credibility.

After consent to enter has been obtained at the doorway, control the location of your encounter.

Ideally the control point is usually the family room or living area.

Non-Fugitive aliens will be escorted to the control point.



Casual approach

The casual approach is the most effective means to cooperation vs. depicting a hard core authority figure.

Excuse me can I talk with you a second.

You give the other party the feeling that he had some choice—but your implication is clear.



Persuasion

The goal of persuasion is to generate voluntary compliance.

You can't expect compliance just because you maintain an authority role.

**Persuasion through voluntary compliance-
only you can make it happen with good
verbal communication.**



**U.S. Immigration
and Customs
Enforcement**

Perception/Persuasion

How we make it happen:

Mere presence

The way you carry yourself

The way you stand

The feelings you project on your face

Your tone/verbal communication



**U.S. Immigration
and Customs
Enforcement**

Perception/Persuasion

**We all wear dozens of faces
everyday. WHICH face you use
WHEN can determine how
successful you are in generating
voluntary compliance.**

**This is also relevant in networking
and liaison.**



**U.S. Immigration
and Customs
Enforcement**

VERBAL DEFLECTORS

• “I UNDERSTAND THAT, BUT...”

• “I HEAR THAT, BUT...”

• “I HADN’T THOUGHT OF THAT, BUT...”

• “I CAN APPRECIATE THAT, BUT.....”



Verbal threat

“I’m not going to say this again”

This threat traps you because if you’re really not going to repeat yourself you are left with only one option---ACTION.

If you are not prepared to act you will lose credibility.



U.S. Immigration
and Customs
Enforcement

Difficult people

When difficult people challenge your authority it is usually pointless to explain why you have asked or told them to do something. Why??

- 1. They don't care about your authority.**
- 2. May not care of consequences of failing to obey.**

But they are always interested in how the deal might benefit them. The “deal” itself does not have to be anything tangible.



Voluntary compliance

In seeking voluntary compliance from a difficult person, explain early on what is in it for them. As clearly and specifically as possible show them what they have to gain.

Only when this fails to work-tell them exactly what they stand to lose.



Compliance

When dealing with uncooperative or difficult people:

Your mind set/attitude should be “say what you want but do as I say”

An exception would be a person who’s words serve only to inflate him with adrenaline making him or his companions agitated. Creates an officer safety issue.



The Last Word

Keep in Mind:

You can give the individual the last word because you have the last ACTION.

If you take away a person's last word and have the last act, you may create an uncooperative or violent scenario.



**U.S. Immigration
and Customs
Enforcement**

COMMANDS

YOU COME HERE!!

Ironically this command usually means “go away” especially when said by an intimidating authority figure.

Many street people, criminals, and illegal aliens automatically translate this into RUN--nnnnnnn.



**U.S. Immigration
and Customs
Enforcement**

“CALM DOWN!- EFFECT”

**Try scrunching your face and shout
“CALM DOWN!!”**

**This command usually makes people more
angry or upset.**

**Reflect on this when you have said this to
family or friends—your spouse (uh hu-
right).**

**Usually this exclamation is inferred as
criticism of people’s behavior.**



CALM DOWN!

Now you've more than likely created a new problem.

Not only is there the matter they were upset about to begin with—but now they feel the need to defend their reaction to you.

What alternate phrases may serve as a calming effect?



**U.S. Immigration
and Customs
Enforcement**

TRY TO USE NON-THREATENING PHRASES:

“LET ME ASK YOU A QUESTION”

“CAN WE TALK FOR A MINUTE”



**U.S. Immigration
and Customs
Enforcement**

High Visibility

As a Law enforcement Officer your world is highly visible -you basically live and speak in a fishbowl for all to see.

Every time you speak or act people are watching you.

Be aware that someone may be video-taping you or catching your actions by cell phone.



**U.S. Immigration
and Customs
Enforcement**

ARREST

When making an arrest at a business or residence:

Identify yourself as an officer with Immigration and Customs Enforcement.

Have a copy of your Administrative Arrest Warrant.



**U.S. Immigration
and Customs
Enforcement**

Stay calm in the midst of conflict

Deflect verbal abuse

Offer empathy in the face of antagonism

The most effective law enforcement tool you possess at this time is verbal communication.



**U.S. Immigration
and Customs
Enforcement**