

EMPATHY INSPIRED COMMUNICATION



CAPTAIN MIKE
SCHENTRUP (RET)



APC CHALLENGE COIN CHALLENGE!



APC
SPACE
PEN

EMPATHY VIDEO – CLEVELAND CLINIC



WHAT DOES A HOSPITAL
VIDEO HAVE TO DO
WITH TRAINING?

"Why Am I Here?"

*What the heck is
Empathy Inspired
Communication?*



MY PATH TO EMPATHY



MIKE:

25 YEARS WITH GAINESVILLE (FL) POLICE
DEPT

MEMBER EVAWI CADRE OF EXPERTS

MASTER INSTRUCTOR FOR FCASV

Relationships



Empathy Does Not Mean Agreement



EMPATHY

in Law Enforcement

Why does it
get such a
bad rap?



**EMPATHY DOES NOT
MEAN YOU AGREE**



Mike Schentrup • You

Captain (RET) and Founder/Lead Trainer of Advanced Police Concepts

4d • 



Why is it when trainers talk about [#empathy](#), some cops cringe, like its too touchy feely. Great cops use this tactic everyday!

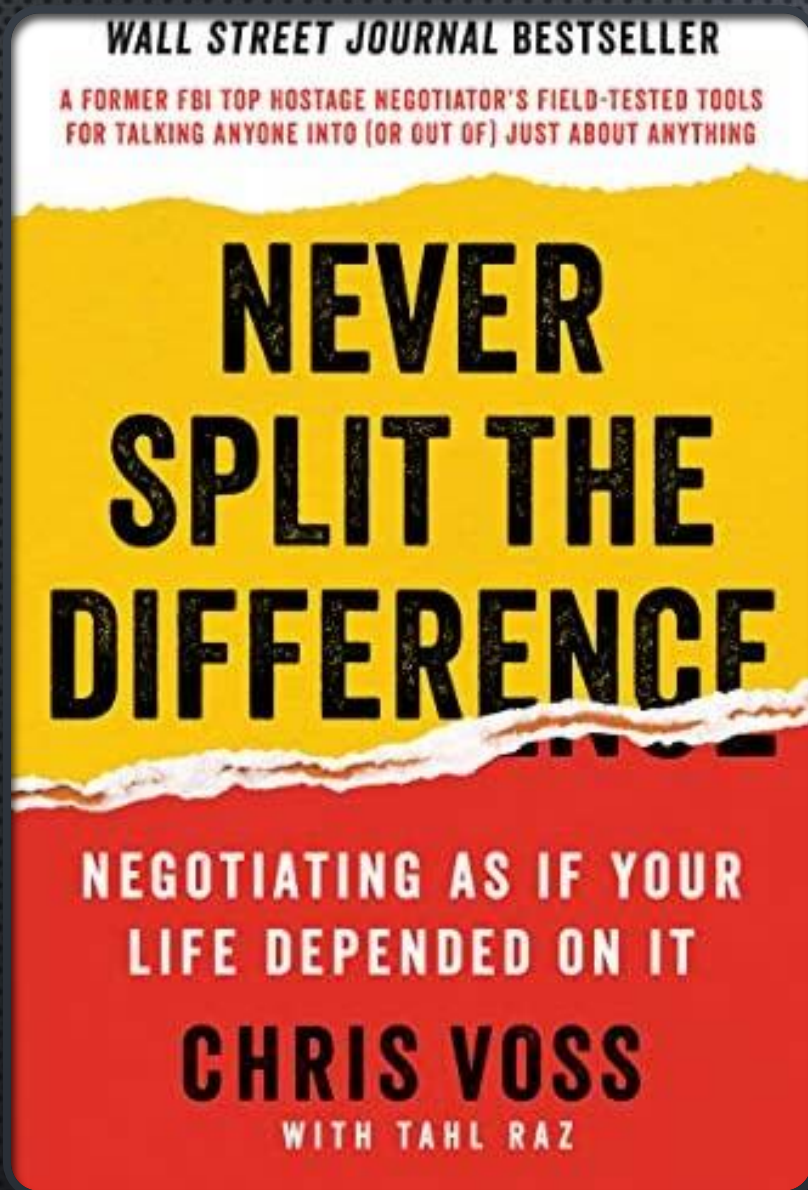
- Interviewing - Empathy
- Interrogating - Empathy
- Leadership - Empathy
- Negotiating - Empathy
- Community Engagement - Empathy
- De-escalation - Empathy
- CIT - Empathy

Empathy only means you can understand another's perspective, it DOES NOT mean you agree with it or will ever agree with it.

WHEN DO GREAT COPS USE EMPATHY?



MERRIAM WEBSTER - THE ACTION OF UNDERSTANDING, BEING AWARE OF, BEING SENSITIVE TO, AND **VICARIOUSLY EXPERIENCING THE FEELINGS**, THOUGHTS, AND EXPERIENCE OF ANOTHER OF EITHER THE PAST OR PRESENT WITHOUT HAVING THE FEELINGS, THOUGHTS, AND EXPERIENCE FULLY COMMUNICATED IN AN OBJECTIVELY EXPLICIT MANNER.



CHRIS VOSS CALLS IT “**TACTICAL EMPATHY**” –

TACTICAL EMPATHY IS BECOMING COMPLETELY AWARE OF THE OTHER SIDE'S PERSPECTIVE, THEIR POINT OF VIEW, THEIR TAKE ON THINGS, HOW THEY SEE IT, AND WHAT THEY FEEL. IT'S NOT AGREEING WITH THEM.

TRAUMA – IS THIS SOMETHING WE DEAL WITH?

- ACUTE
- CUMALATIVE
- PRIOR TO LE



PLEASE DON'T GIVE
ME ANOTHER
EXCUSE?

BUT IN THEIR MIND,
IS IT A
JUSTIFICATION?



Attribution Theory

Definition: Explaining someone's behavior by either their personality traits (disposition) or the situation they are in (situation).

Fundamental Attribution Error: underestimate the power of a situation and overestimate the power of someone's disposition

ATTRIBUTION ERROR



PEANUTS; drawings by Charles Schulz; 1989 United Features Syndicate, Inc. Reprinted by permission of UFS, Inc.

**"We judge others by their
actions, and ourselves by
our intentions"**

STEPHEN COVEY

ONE OF THE FIRST
BOOKS I READ.



The **7** Habits of Highly Effective People

1. Be proactive
2. Begin with the end in mind
3. Put first things first
4. Think win-win
5. Seek first to understand, and then to be understood
6. Synergize
7. Sharpen the saw

Stephen Covey

What have you done
to build a bond with
your trainee?



RELATIONSHIPS = TRUST

CRITICAL CONVERSATIONS

PREPARATION

- **DO NOT WAIT, BAD NEWS DOESN'T GET BETTER WITH TIME (BUT WAIT LONG ENOUGH TO HAVE ALL THE FACTS)**
- **EXAMINE YOUR INTENT**
- **IS THIS PROBLEM YOUR FAULT OR PARTIALLY YOUR FAULT?**
- **TALK WITH YOUR PEERS ABOUT THE CONVERSATION FIRST. GET PERSPECTIVE FROM OTHERS.**



LOCATION

CRITICAL CONVERSATIONS

- **BEGINS WITH TRUST – HAVE YOU BUILT A RELATIONSHIP?**
- **DOES THE TRAINEE BELIEVE YOU HAVE THEIR BEST INTEREST AT HEART?**
- **IF YOUR TRAINEE FEELS SAFE, THEY WILL BE MORE OPEN TO YOUR CONSTRUCTIVE CRITICISM.**

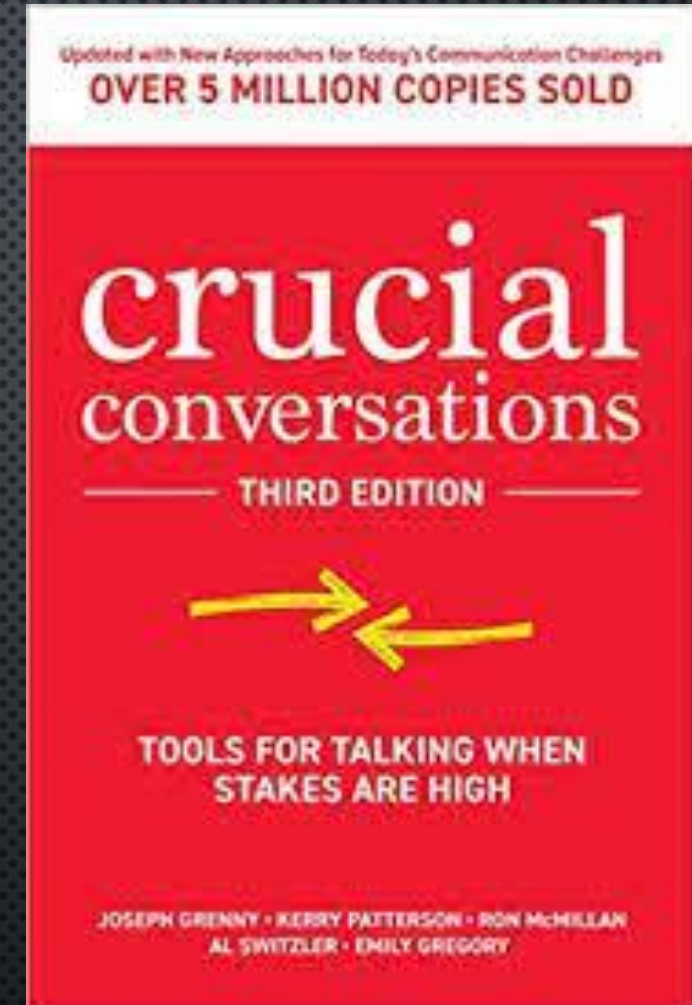
**PEOPLE DON'T
CARE
HOW MUCH
YOU KNOW
UNTIL THEY
KNOW HOW MUCH
YOU CARE.
-JOHN MAXWELL**

EVERYONE
WANTS TO BE
HEARD AND
UNDERSTOOD

SO IT'S TIME TO
LISTEN

CRITICAL CONVERSATIONS

- **LOOK OUT FOR “FIGHT OR FLIGHT” OR “SILENCE OR VIOLENCE”**
- **BEWARE OF PERSONAL ATTACKS, STAY FOCUSED ON THE ISSUE**
- **YOU MUST FIRST MAKE THE ENVIRONMENT SAFE AGAIN**
- **REASSURE YOUR INTENT BEHIND THE MESSAGE**



*Crucial Conversations, 3rd Edition; Grenny, Patterson, McMillan, Switzler, and Gregory; 2022



IS THIS A
DIALOGUE
OR JUST 2
PEOPLE
TALKING AT
EACH
OTHER?



DOCUMENT

- DAILY EVALUATION FORM
- MORE FORMAL DOCUMENTATION

Music by BatchBug

Last time she
wasn't believed



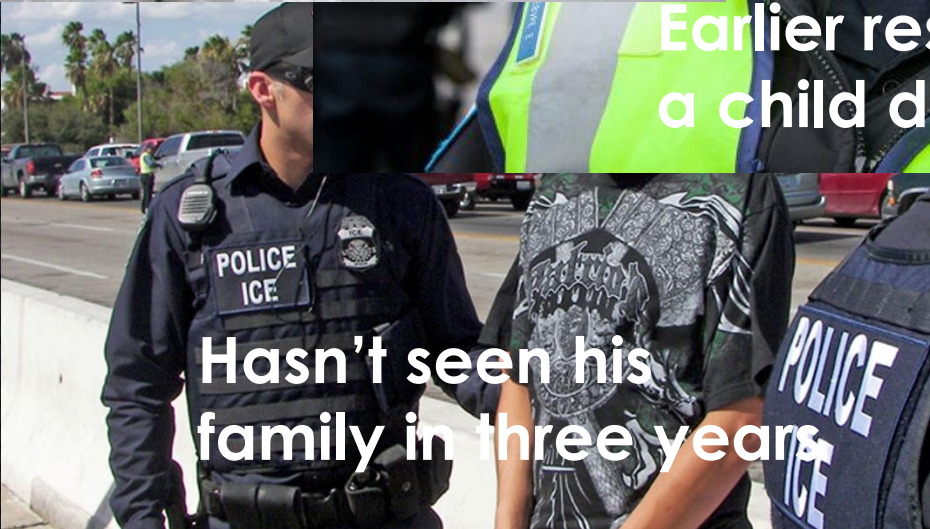
straight



Earlier responded
a child death



Hasn't seen his
family in three years



BULLIED



CONTACT US

INFO@ADVANCEDPOLICECONCEPTS.COM



CAPTAIN MIKE SCHENTRUP (RET)

CAPTAIN ROBERT FANELLI

