

The Urban Park Ranger The "Other" Park Career

by Pam Helmke

As college students preparing for a career as a park ranger most of us had thoughts of cruising the back country of Yosemite, Grand Teton, or Yellowstone. A solitary guardian, patrolling the vast wilderness and becoming one with nature. Perhaps, if you didn't want to stray far from home, you thought of campfire programs at Big Basin, the cliffs and oceans of Big Sur, or the unique landscape of Anza-Borrego.

I'm willing to guess few, if any, gave much thought to a career in local parks. Becoming a ranger in the man-made canyons of a large City, following streams through residential neighborhoods, or providing public safety services in a crowd of 250,000 or more enjoying an outdoor festival for their favorite holiday can be one of the most challenging and rewarding career choices a ranger can make.

The land an urban ranger patrols may be turf and side walks or small areas of natural habitat close to a city center but each parcel is dear to the people who use the land to escape their cubicles and the hustle and bustle of big city life.

The children, particularly in less affluent areas, may never see Yosemite, but they will wade in the creek that flows through the playground near their apartment. Without urban rangers the only knowledge they will have of nature, conservation, and protecting our resources is from television, if at all.

Rangers help these children to grow-up with an appreciation of nature, moving them away from their video games and into the outdoors to lead a more active and healthy life. In some areas urban rangers are also positive role models for youth that may drift into gangs, drugs or other inappropriate behaviors. Spending an afternoon exploring with a ranger can help these children avoid life poor choices.

Urban rangers are also protectors of valuable and very endangered resources. Through out California, salmon and steelhead swim through our major cities, passing by high rises and industrial complexes on their way to their spawning grounds. Monitoring these water ways are California's urban rangers, watching for pollution, fish traps, and barriers that could stop the fishes journey.

Fox, bobcat, coyote, turkey and even the occasional mountain lion move through our urban areas and in most city's only the rangers monitor their travels and protect them for future generations.

A career in urban parks is not for everyone. Urban rangers must enjoy and be able to work with large numbers of people. California's great cultural diversity makes teaching respect and stewardship of our natural resources a challenge.

If you are a student looking for a career in parks, take time to consider urban parks. If you are a seasonal looking for that permanent position consider urban parks. The opportunities that exist are as endless.

From the President's Patrol Truck

Summer is just about over and I have been pretty busy since the last newsletter. I have completed a six-week ranger academy, ten weeks of FTO and bid into a new park; a boating/off-highway motorcycle unit. I patrol by boat in the summer months and get to ride dirt bikes in the winter. I couldn't be happier.

Enough about me let me give you a report of what is happening on the PRAC home front:

The Board has agreed to extend Jeff Price's contract as Webmaster into the year 2007.

Lori Gerbac/Region 5 Director has an archeological training coming up very soon. Go to www.calranger.org for more details.

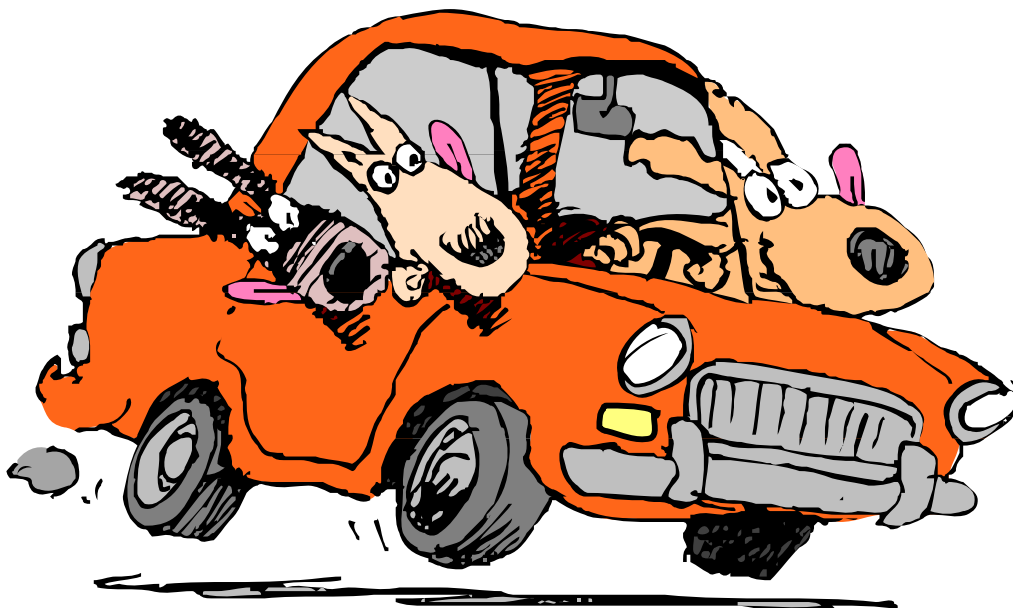
Applications for the PRAC and Thomas Smith Scholarships are due September 30. To qualify for either one, you need to be a member or student member of PRAC and carry at least 6.1 units.

Don't forget to mark your calendars for the 2007 California Parks Conference, March 4-8, 2007. The conference will be held at the Tenaya Lodge just outside the Highway-41 gate of Yosemite National Park.

Last but not least, we are accepting nominations for Board positions in Regions 1, 3 and 5. (See PRAC Region map at calranger.org/images/region_map04.jpg) If you are interested, or would like to nominate someone for one of these positions, contact John Havicon at region3@calranger.org.

Until next time,

Lee



Getting Prepared for a Background Investigation

by John Havicon

As part of the hiring process for Park Ranger/Peace Officer, agencies are required by state law to perform a pre-employment background investigation on the applicants they are seeking to hire. The State holds Peace Officer candidates to a higher level than the general public and not all can qualify to wear a badge according to Government Code 1031 and POST Code 1002.

All candidates are required to be at least 18 years old, a United States citizen, possess a high school diploma, GED or equivalent, and free of any felonies. Additionally candidates must undergo fingerprinting and a criminal history search, and a thorough investigation of his/her moral character, a medical and psychological suitability examination, and show reading and writing ability.

Preparing for a background investigation can be just as important as preparing for a job interview. An agency choosing to start a background investigation on you does not necessarily mean they will hire you. The effort that you put into your background can reflect on the outcome of the investigation.

A background starts with a Personal History Statement, (PHS) which is a form you will fill out describing yourself, your family, friends, past residences, past employers & co-workers, education, past crimes, car accidents, any drug use. Most agencies will provide the candidate a limited amount of time to fill out the PHS form, generally 1 to 2 weeks. If the candidate cannot return it within the time line, they are disqualified. The PHS form is the most important part of the investigation. It is what the investigator follows through the whole background process. A poorly written Personal History Statement leads the investigator to immediately question the applicant's integrity and can lead to disqualification. Here are some more tips:

- Be completely honest. It's better to be truthful now than have to explain it later.
- Don't leave out dates or details.
- Fill out your PHS neatly and completely. Again, it reflects on your integrity.

- Know how to get your high school and college transcripts.
- Provide accurate reference addresses and phone numbers for all contacts
- Be able to account for everything
- Know your selective service records and military history
- Have all relevant documents available and make copies, (birth certificate, Drivers license, Social security, diplomas, passports, etc)

Background investigations can take from 1 to 3 months. The more accurate information that you provide, the faster your investigation will move. Most agencies use the P.O.S.T Personal History Statement form, which can be found on-line:

post.ca.gov/forms/2-251-phsPeaceOfficers.doc

You can prepare yourself for future backgrounds by filling this form out ahead of time and have it ready when you need it.



The Basics of Tactical Communications (Verbal Judo)

by Matt Cerkel

As rangers we all have at times dealt with difficult people, especially when performing our law enforcement duties. One method I have found to be extremely useful is Verbal Judo. Verbal Judo, sometimes called “tactical communications” is a communication technique that allows better and more effective communications with all people especially with difficult people. It is good at de-escalating tension and conflict to gain voluntary compliance. Some of the goals of verbal judo include improved personal safety, enhanced professionalism and improved performance. I will summarize the basics of verbal judo.

Underlying Ideas:

- The best way of reading your target audience is to see the person the way they see themselves (empathy).
- Try to use the language of your audience.
- Communicate simply.
- Make the problem person an ally with yourself to the benefit of both.
- Underlying principle of motivating a person is to raise expectations.
- If trying to calm the person one should project empathy.
- Talk with people in such a way that neither of you lose face.
- Be careful of words that rise automatically to your lips.
- The most dangerous weapon is a cocked tongue.

The Way to Deal with Verbal Attacks:

- Acknowledge its being done.
- Admit it’s being done at you.
- Congratulate yourself. It is okay to be questioned, heckled or even attacked.
- If questioned be loose enough to respond with a simple, truthful answer that stops the detractor cold.
- It is okay if someone insults, resists or attacks you verbally. Laugh it off. Show that it has no meaning. If you fight back and resist the affront, you give it life and credibility. If you defend yourself, you invite counter attack.

Dealing with Conflict, Tension and Difficult People

Empathy is an instant tension buster. It is the most powerful word in the English language. It does not mean sympathize. It is the quality of standing in another’s shoes and understanding where they are coming from. Empathy absorbs tension. Using it at work means thinking like your employer. When we say things that naturally come to our lips, we run the risk of regretting what we say and once it said it can

never be taken back. We need to learn to take verbal abuse and handle it. One needs to develop the ability to; stay calm, read opponents and redirect aggression in a more positive way. Try to learn to be disinterested which means not biased but open and flexible. You need to get away from the natural defensive way which can lead to confrontation.

In dealing with verbal abuse, one needs to learn to use deflection. Deflection of verbal abuse involves the use of “strip phrases” which empathizes with the person but at the same time strips the insult of its power. Examples would be “preicate that”, “understan” or “oyesss,” “I hear ya” and “I got t’at.” To the strips phrases one needs to add “but” to get to your purpose so an example would be “I understan that but I still need to see your license.” Strip phrases deflect insults and allow you focus on what you are doing. They allow you to respond (dealing with the situation) rather than react (being controlled by the situation). Strip phrases allow you to “spring board over the insults” and deal with the issue at hand. In addition, once you use “**but**,” use only words that serve your professional purpose to get the job done. Strip phrases also disempower the other person. Finally, strip phrases are *tactical phrases* which mean you sound good under pressure. It is not enough to be good. You also have to sound good or it will do any good. The only time not to use strip phrases is when they might be a danger in themselves because the person is so agitated that you are clearly deflecting and not dealing with the conflict at hand. Skip the strip phrases and deal with the issues immediately.

Two Principles for Dealing with Difficult People:

- Let the person say what they want as long as they do what you say.
- Always go for the win/win solution; let them have the last word because you have the last action.
- Also need to learn respect for others, basically treat others, as you would want to be treated under identical conditions, even if they are not worthy of your respect.

Paraphrasing

Paraphrasing is putting another person’s meaning into your words and delivering it back to the sender. It can allow you to get to someone’s real points and make sure you are heard correctly.

Two Steps to get to Paraphrasing:

1. “Sword of Insertion” allows you to take control of the conversation in calm professional manner.

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Examples include ‘whoa!’ “Listen” and “Wait a second” spoken earnestly, not angrily.

2. “Ultimate Empathetic Sentence” which allows you to interrupt without angering someone. Examples of this would be: “Let me be sure I heard what you just said” or “Let me be sure I understand you.”

Using these two steps will allow you to personify empathy because what you said is that you are trying to understand. When you do this no matter how upset someone is almost anyone will shut up and listen. They also want to be sure you heard what they said.

Fourteen Benefits of Paraphrasing

1. You have hooked the other person and they are listening.
2. You have taken control because you are talking and they are listening.
3. You are making sure what you heard right on the spot, not finding out later you misunderstood.
4. If you have not heard the person accurately, they can correct you. That allows you to better understand the person and allows you to deflect insults, keep their attention and generate voluntary compliance.
5. You have made the person a better listener.
6. You have created empathy. The other person believes you are trying to understand.
7. You have allowed to person to become more reasonable.
8. Over comes ‘sonic intention’ which is when people think they’ve said something because they said it in their mind or thought they said it. Bottom line to “sonic intention:” if they think they said it they said it, so give in.
9. *Paraphrasing* has clarifying effect for people standing around. It makes one sound as if they’re trying to work on the problem rather than react to the problem.
10. Prevents metaphrasing, which is putting words into the other persons mouth.
11. You can ask for reverse paraphrasing to be sure other person understands you.
12. Also safeguard yourself by paraphrasing what others say. Do not rely on others to always say what they mean. Paraphrasing has an unusual psychological advantage called “*the generating fair-play response.*” Whoever you are paraphras-

ing is almost psychologically forced to play by the same rules and paraphrases you.

13. People generally treat you they way you treat them.
14. It etches the facts in your mind.

Force Options to Gain Verbal Compliance

- Your mere *professional presence*, the way you show up, the way you approach, carry yourself, stand around, and even the way you project your feelings on your face. If you want to calm someone you should try to have a calm, pleasant, interested look. Try to have the right facial expression with the right words for the situation. You have to look the part.
- *Verbalization*: The right words for the right person at the right time.
- *Pain compliance*: generate voluntary compliance at the lowest level of pain possible.
- *Chemical Agent*: the kind of force that temporarily immobilizes so officer can generate voluntary compliance.
- *Impact Weapons*: generate voluntary compliance at the higher level of pain, but only when necessary.
- *Deadly Force*: which has nothing to do with generating voluntary compliance. Deadly force is used for enforced compliance and there are strict rules such as imminent jeopardy and preclusion (no other force options available)

Remember these first two force options for people in crisis. They would go along way in improving communication by using the right words and having the right demeanor. *Know what you can enforce and at what level you can enforce it.* This gives you confidence and credibility. Credibility begins and ends with your use of words. Zero percent of your success will be with your delivery style.

Persuasion (Generating Voluntary Compliance) is the Essence of Verbal Judo

- At the heart of persuasion is a Five-Step Model:
 1. *Ask* (Ethical Appeal).
 2. *Set Context* (Reasonable Appeal): let them know why, ground yourself in professionalism, reason, policies and procedures for what you are asking.
 3. *Present Options* (Personal Appeal and Presenting Options) what they have to gain or lose.
 4. *Confirm* (Practical Appeal) “Is there anything I can say or do at this time to earn your coopera-

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tion?" "I'd sure like to think there is."

5. *Act* (Determination of Appropriate Action).

The Contact Professional

Rangers are (or should be) "Contact Professionals." Your presence and words when skillfully combined allow you to generate voluntary compliance from different subjects.

"Trigger Guard"

You must know yourself and therefore know what buttons and triggers have the potential of setting you off. Identify them, define them and the type of person(s) that ignite them. Define these, name them and own them. This takes power away from these triggers and buttons. Develop a trigger guard for your tongue. Along these lines identify your most harmful weaknesses which then allows you to "own them" and overcome them.

The First Great Communication Art: Representation

Along with knowing yourself, you must be in contact with your agency and its constituency. You are a conduit between the two. You also represent your agency (its goals, policies, and philosophy) to the public. You must fully know and embrace your agency's philosophy. Because every time you open your mouth you personify the agency to the public. If you do it right "you disappear." You are representative of the agency not your ego. *The more ego you show the less power you have and the more conflict you create.*

The Second Great Communication Art: Translation

Translation is the ability to put what you say in the most proper, fitting, assertive and powerful words possible. The goal is to put the precise meaning in your mind into your listener's mind.

The Four Basic Elements of Translation:

1. *Content*: Know what you are talking about.
2. *Coding*: Putting your message into words.
3. *Sending*: Delivering your message to its audience.
4. *Decoding*: Responsibility of listener's, but effected by the effectiveness of the first three elements, your demeanor, external noise and "internal noise."

One needs to figure out what kind of language will be most assertive and effective for the given hearer(s). Treat everyone the same. Do not talk to everyone the same. You need to work on your listening skills and learn active listening. Elements of active listening are:

- Being open and unbiased.

- Hearing Literally.
- Interpreting the data
- Acting

The Third Great Communication Art: Mediation

The goal of mediators is to go between or across your experience, enabling you to see something in a new way. In short, mediators educate and make sense of things by putting them into experiences. The essence of mediation lies in personal appeal. This is the ability to reach people by putting what you want them to do in terms of what they have to gain or lose.

What Makes Communication So Difficult

When two people are talking six different identities are involved: each person's "real self," each person as they see themselves and each person as they are seen by the other. Effective communication begins and ends with your ability to see yourself as you are seen. One needs the ability to read an audience and sense from their voice and body language whether you are coming across the way you want so you can adjust.

Elements of Communication (From Receiver's Point of View)

- Content ("Goods", "truth" "point" etc... of encounter) 7 to 10%
- Voice 33 to 40%
- Other Nonverbals 50 to 60%

People do not buy what you say; they concentrate on how you say it. Rangers play many different roles and you need to put on the appropriate role when dealing with different people. Correct and appropriate tone (which conveys attitude), pace, pitch and modulation can help harmonize your voice with your role. *Fifty to sixty percent of your encounters* has to do other non-verbals so you need to remember facial expression, hand movement and how you carry yourself.

PAVPO

For effective communication you need to find the right means and right words to generate voluntary compliance. To help with this remember PAVPO.

Perspective: This is the way you see things, your point of view, knowledge, understanding, background, and experience.

Audience: Try to consider them, their values, beliefs. Consider their point of view, use empathy. People will always see differently than you and are never going to agree with you 100%. You are very much like an actor going on stage because people are watching you.

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Voice: Monitor the tone, pace, pitch, and modulation.

Purpose: The result you most professionally achieve.

Organization: How you want the encounter to unfold from beginning, middle and end.

A model for organized law enforcement contact:

- *Greeting:* "Good evening sir/ma'am."
- *Identification* of you and your department: "I'm officer (or ranger) with (agency's name).
- *Reason* for stop or contact.
- *Justification:* "is there some reason for...?"
- *Request* for license, papers, and cooperation.
- *Clarification.*
- *Decision.*
- *Search and Seize.*
- *Close.*

Diagnosing of a Verbal Encounter, PACE:

Problem: Situation you are in.

Audience: To whom are you speaking?

Constraints: Obstacles to effective communication.

Ethical Presence: Your Professional Face.

Calming People Down (Reassurance):

The key in calming people down is always empathy, which absorbs tension. Also always show respect and dignity. Be professional.

The Five Basic Tools to Generate Voluntary Compliance, LEAPS:

Listen: When you listen you have got to look like you are listening. Looking like you are listening is even more important when you are not really interested in what is being said. *Remember the four levels of listening:* Being open, hearing literally, interpreting, and acting. Project a listening face.

Empathize: Try to understand where the person is coming from. In addition, it is the only way to find a proper appeal.

Ethical: Your professional face as you present it and as it impacts another.

Reasonable Appeal: The grounds you have to stand on and also the constraints.

Personal Appeal: Putting what you want into terms of what they have to gain or lose.

Practical Appeal: "offbeat" strategies, like humor, redirection or refocusing. You can use them as long as they do not compromise safety, integrity, or policies.

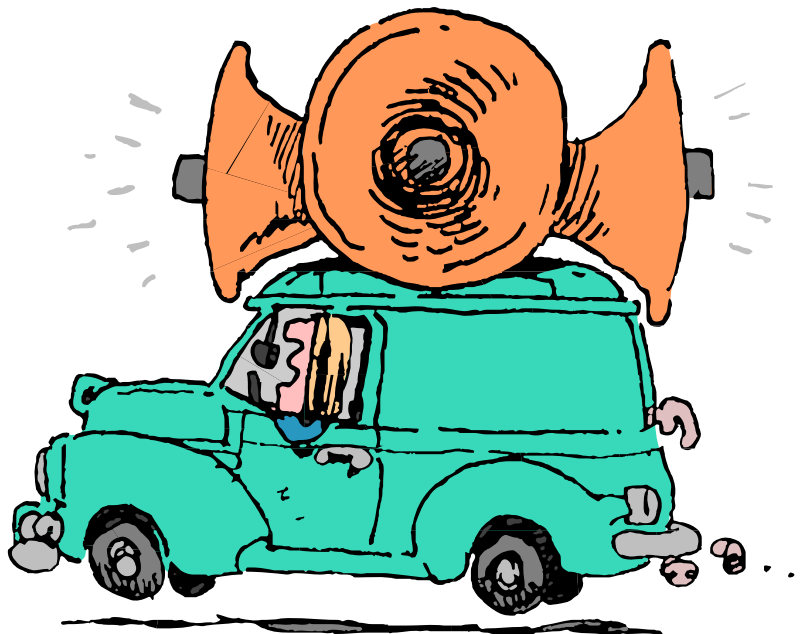
When faced with resistance try varying appeals, but always display empathy.

1. *Ask:* Ask questions:
2. *Fact-finding:* To find out specific data.
3. *General:* Open-ended, allows person to choose direction of answer and make them feel good.
4. *Opinion Seeking:* Powerful because people like to voice their opinions.
5. *Direct.*
6. *Leading.*

Paraphrasing: When faced with verbal abuse put the compliant in your words and play it back to them. Even if you misunderstood, they can see you are trying.

Summarize: Taking all that has been discussed and putting it into a simple, concise statement. Must be brief, concise, and inarguable. A decision statement (course of action) must sound authoritative. Leave no room for discussion.

While this article gives you some of the basic overview of Verbal Judo (Tactical Communications) I would encourage you to take a course in Verbal Judo, Tactical Communications or How to Gain Voluntary Compliance. In the next several months I hope to put together a PRAC sponsored course on Gaining Voluntary Compliance. I will keep you posted.



The S.M.A.R.T Way to Approach Emotionally Disturbed People

by Lori C. Gerbac, Region 5

Lets face it....parks attract all walks of life. Due to shrinking mental health support budgets, reduction in treatment and housing facilities, more and more emotionally disturbed people (EDP's) are on the streets and in our parks. Consequently, it increases the odd's that Park Rangers will be challenged with safely navigating EDP- involved calls. One cannot have enough training or preparation to handle such contacts, handling EDP's can prove to be a bigger, more dange:ous challenge than one might imagine. I am willing to bet most of us who have had a full career in parks and contacting EDP's have never had training in it. Well, I did a little research to provide you with some professional tips to help keep yourself safe and effective when encountering EDP's in the parks.

Kurk Lalemand is the founder and president of Non-Abusive Psychological & Physical Intervention, Inc. (NAPPI), an organization that has trained a variety of law enforcement professionals on the safe handling of EDPs. Lalemand suggests following his five pieces of advice-easily remembered by the acronym S.M.A.R.T.- that can prove invaluable to your safety and the safety of an emotionally disturbed person with whom you are forced to have contact.

The breakdown is as follows:

S = Stay One Step Ahead

One of the best tools you can have in any encounter with an EDP is an understanding of the needs and nuances of mental illness. Lalemand suggests that officers make an effort to learn some of the tips that help mental health professionals work with the mentally ill *before* you find yourself in a field contact situation.

Among them are:

1. Don't appear frightened. Sometimes the appearance of fear can serve as a trigger for an adverse response to your presence. Make an effort to appear calm and in control while avoiding an overly dominant, threatening appearance.

2. Speak slowly and quietly and pause between statements. People suffering from mental illness often have a hard time processing what others are saying at a "normal" speed.

"Officers should remember that an emotionally disturbed person's lack of prompt response may be an illustration of an inability to respond rather than an unwillingness to respond," Lalemand suggests. Patience and a preparedness to allow for some extra mental processing time can help avoid an unnecessarily combative situation.

3. Be cautious in your interpretation of verbal responses. In line with point #2, an inability to understand what you are saying does not necessarily mean that the subject will remain silent. Often a mentally ill person will recognize the fact that because you are talking to him he, too, is expected to be talking.

The problem lies in the fact that he has not yet fully processed the meaning of the conversation, so he doesn't know what to say. As a result, he may say anything. and chances are good that whatever that may be will be presented with the tone of defiance or disrespect which normally helps keep him safe on the streets.

Remember that what sounds like resistance may very well be an instinctive, shallow response to confusion and a lack of understanding.

M = Move One Step At A Time

According to Lalemand, one of the most common mistakes officers make when dealing with EDPs is to expect too much too quickly. He advises that officers take these contacts slowly to avoid undue stress, alarm and frustration on both sides.

"Say 'Hi,'" Lalemand instructs, then pause. Then ask his name. And pause. Then give him one command—not two or three-and pause.

Remember, in the world of dealing with the mentally ill, the slower you go, the faster you will reach your goal. The faster you go, the longer it will take you to get there."

A = Attend Fully

Lalemand advises that you listen very carefully for clues that will tip you off to what is going on in the mind of an EDP. If you suddenly hear him responding to someone who isn't there, be aware that there are other factors-the unseen influences of the subject's delusions-playing into the dynamic of your encounter. Remember that these may play a role in the subject's decision-making process. If possible, you may want to explore what he is "being told" as a way to protect yourself and as a way to further your understanding of his needs, fears and desires so you can leverage them to a peaceful conclusion to your contact.

You should also use any past knowledge of the subject you may have as a way to monitor his state of mind. If on your daily patrol you have noticed that he is usually calm, introverted and seemingly harmless but during a call he is showing signs of nervousness and excitability, take note of this change in behavior and raise your level of caution accordingly.

Likewise, if you notice that a typically high-strung individual is suddenly calm, avoid being lulled into an assumption that this calm equals peace. A change in behavior can be a red flag to pending danger.

R = Refocus Attention

If you find that an EDP is fixated on something that is agitating or provoking her-be that a person, a group of people or even a thing-make an immediate effort to refocus her attention by using a calm voice and slow, focusing hand gestures. Often a prompt redirecting away from the provoking factor can serve to quickly and effectively calm the situation and may help serve as a redirect back to reality.

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A good end to a bad week...

by Tom Maloney, Supervising Park Ranger

The other morning I stopped at AM/PM and was fueling up my truck on my way to work.

It was early morning and the sun was just topping the eastern hills with a colorful display of light, but I did not notice.

I was thinking of what a lousy week I had been having recently; dealing with administration, personnel conflicts, scheduling complaints, a non-responsive HR department, apathetic managers and of course the high price of gas.

I was lost in these dismal details when a voice from the other gas pump interrupted my thoughts with a "Hey, how does the park look these days?"

I was in my uniform, and very near a popular park, which I often get questions for, so I assumed the man speaking to me was thinking I worked that facility.

I smiled, laughed and replied cheerfully, "The Park looks fine, last time I checked!"

The man, in his late 30's, smiled and cocked his head a little sideways and said, you don't remember me do you?

Well (I lied) you do look familiar.....

I'm Mr. Smith, he went on, Jason and Matthews' dad, he paused, and then continued, they completed their Eagle Scout projects with you at _____ Park.

Holy crap! I thought, sure! Now I remember, wow, that was like 10 years and something like 50 Eagle Scout projects ago.

I recall they were really good kids, and their dad encouraged them but did not do their work for them.

He had stayed mostly in the background, which is why I did not recognize him this morning.

He provided quiet guidance for his boy's projects which were successfully completed.

Their projects continue to serve the public needs today.

"They're all grown up now" Mr. Smith went on, they both graduated college and have good jobs, they still talk about their Eagle Scout projects and working with you at "your" park.

It was really a good learning experience for the both of them, he said.

I was suddenly aware that my earlier melancholy had lifted.

I said, wow that is great! And I meant it.

I bet I would not recognize them now as grown men, I said.

Mr. Smith agreed that I probably would not, considering how much they had grown and matured.

I could tell he was very proud of his sons and all they had accomplished.

Before Mr. Smith drove off I asked him to pass on a hello to his son's from me and wish them good fortune. He agreed he would, with pleasure.

As I got in my truck and drove off, I thought what the heck! This week had not turned out so bad after all.

The S.M.A.R.T Way to Approach

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"It's also a good idea to help the disturbed subject focus on what is 'good' about the moment as opposed to that which is troubling him," suggests Lalemand. "For example, if an emotionally disturbed person is feeling threatened by something or someone, real or imagined, remind him that you are here now, that you have gained control of the situation and, most importantly, that you are here to keep him safe. Remind him that your presence signals that fact that things are O.K. now and he can relax and calm down."

T = Together, Work With TLC

Working together includes working with mental health professionals to educate yourself on techniques that will help you be safer and more effective on EDP calls and to act as a team, when possible, to control EDP encounters.

It also means creating a plan of approach with your partner that can effectively avoid undue agitation while moving to your desired goal. For example, if an EDP expresses concern that you, specifically, are there to harm

him, default to your partner and allow the individual a few minutes to calm down. You might suggest to the subject that your partner is "specially trained to help in situations like this one, and it would be a good idea if he stood by (him) for awhile while you took care of some other things."

Working with TLC *without* compromising your safety can make a world of difference in EDP-related calls. By necessity, emotionally disturbed people are often defensive. They are typically accustomed to being feared, avoided and treated with disrespect. Even the smallest signs of TLC can earn the kind of cooperation and trust you need to direct an EDP-related encounter to a safe conclusion. Without it—as recent history tells us—many times the situation can quickly turn deadly.

For more information on NAPPI training programs for law enforcement, please call Kurk Lalemand at (800) 358-6277.

Reference: [Policeone.com](http://www.policeone.com) 5 S.M.A.R.T. tips for approaching the emotionally disturbed, By Scott Buhrmaster

Agenda
“Natural Resources Communication Workshop”
January 8–12, 2007
at
California State University, Chico
Jon Hooper and Ethan Rotman, Instructors

Monday

8:00–8:30.....Registration
8:30–10:00.....Workshop Overview (Step 1: Pass the “Source Test”)
10:00–12:00....“Planning the Presentation Using the Targeted Design Approach”
Step 2: Determine Your Target)
12:00–1:15.....Lunch
1:15–4:00.....“Outlining the Presentation” (Step 3: Organize It)
4:00–5:00.....“Designing Great Graphics” (Step 4: Visualize It)

Tuesday

8:00–10:00.....“Designing Great Graphics” (cnt’d)
10:00–12:00....Lab Exercise: “A PowerPoint Presentation Anyone Can Create”
12:00–1:15.....Lunch
1:15–2:15.....“PowerPoint Pitfalls (and How to Purge Them from Your Presentation)”
2:15–4:00.....Lab
4:00–4:30.....“Computer Hardware: Scanners, Card Readers, etc.”
4:30–5:00.....“Adding Audio and Video to PowerPoint”

Wednesday

8:00–9:00.....Lab Exercise: “An Introduction to Photoshop Elements”
9:00–11:00.....Lab
11:00–11:30 ...“Digital Photography”
11:30–12:00....“Presentation Do’s and Don’t’s” (Step 5: Plan Facilities and Equipment)
12:00–1:15.....Lunch
1:15–1:45.....“Adding Presentation Sheen” (Step 6: Rehearse It)
“Working with a Host” (Step 7: Use a Host)
1:45–3:00“Verbal Victories: Dealing with Difficult Audiences” (Step 8: Present It)
3:00–5:00.....Lab
6:30–9:00.....Lab (optional)

Thursday

8:00–12:00.....5–minute briefings by participants (Step 9: Evaluate It)
12:00–1:15.....Lunch
1:15–4:00.....5–minute briefings by participants
4:00–4:30.....“Cataloging Your Digital Images Using Photoshop Album”
4:30–5:00.....“Hints from the Pros” (time permitting)

Friday

8:00–12:00.....15–minute briefings by participants
12:00–1:15.....Lunch
1:15–4:30.....15–minute briefings by participants
4:30–5:00.....Summary and workshop evaluation

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