



School for Conflict Analysis and Resolution
Insight Conflict Resolution Program
www.insightconflictresolution.org

INSIGHT POLICING **Command through Curiosity**

A Conflict between Police and Community

There is a conflict building between the police and the public. Officer shootings of black men, many unarmed, have become a staple on the daily news. Citizens are retaliating in protest. Police legitimacy is plummeting. Safety and well-being has been compromised on all sides. Officers need a new tool if they are going to stay safe, be effective and restore trust. That tool is Insight Policing.

Insight Policing

By merging discoveries of conflict resolution into policing practice, Insight Policing incorporates environmental and personal awareness skills, communication skills and a unique questioning framework that targets a person's decision making when he or she is acting under threat and challenging the authority of the law.

Insight Policing skills have been described as a "mind trick" that deescalates conflict behavior, encourages cooperation and compliance, facilitates investigations, and positions officers to make targeted and precise law enforcement decisions that citizens find fair. The communication framework of Insight Policing takes the mystery out of de-escalation. It enhances officers' ability to enforce the law with legitimacy. It strengthens the integrity, nobility and professionalism of policing.

The Goals of Insight Policing Are To

- Build officers' command presence without the use of force
- Enable officers to identify and deescalate conflict behavior
- Reduce hostility between officers and civilians
- Enhance officer safety
- Increase civilian cooperation and compliance
- Reduce crime, including violent retaliatory crime, by targeting the concerns of citizens and providing citizens with direct resources
- Build solid cases
- Provide officers with a framework for procedurally just policing
- Enhance officer legitimacy and build community trust in the moment of enforcement

Insight Policing Training

3-day (24 hour) certification course (8-hour Basic, 16-hour Advanced)

Instructor Training Available for Insight Certified officers

“Insight Policing helps me delve a little bit deeper. When we can find out why, ask the right question at the right time, it makes a big difference.”

—Montclair Officer

“It helps you to make a different determination versus just immediately arresting somebody. You can help them find alternative ways to solve whatever problem they have.”

—Memphis Officer

“The training showed us how to understand people. That there’s underlying problems and, once people see that you are trying to resolve their problem, and that you really care, or you’re showing that you’re caring, they open up to you and give you the information... Before I would just assume why, or probably, you know, I probably wouldn’t have cared why.”

—Memphis Officer

“It has given me the ability to have more dialogue, to have more of a listening ear.”

—Lowell Officer

“With the insight training, it has taught me personally to have a more open minded thought about the suspect or defendant as far as why they committed the crime or what feelings they had towards the officers.”

—Memphis Officer

“Using Insight questions gets people to talk to us. It enlightens us to the situation so that we can come to a better solution.”

—Montclair Officer

“This training would be a department wide training if I could wave a magic wand. Starting with officers using it on the street to deal with citizens, supervisors dealing with citizens and with our officers, managers and leaders of the department looking at it from a holistic view.”

—Memphis Major

Funding for Insight Policing training may be available to your department through the Bureau of Justice Assistance’s National Training and Technical Assistance Center. For more information and to organize trainings contact Megan Price, Director, Center for Applied Insight Conflict Resolution/Insight Conflict Resolution Program at mprice11@gmu.edu or (720) 297-5191.

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