Insight Policing—Command Through Curiosity

OCTOBER 27, 2016
Welcome

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Today’s Speakers

Ms. Megan Price, Director
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George Mason University

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Montclair, New Jersey, Police Department
Insight Policing

Command Through Curiosity

Thursday, October 27, 2016
2:00 p.m. – 3:00 p.m., Eastern Time
What Is Insight Policing?

- Strategic communication framework
- Draws on specialized skills
- Rooted in discovery that

Criminal Behavior ≈ Conflict Behavior
When Officers Use Insight Policing

- De-escalate tension
- Gain control without using force
- Gather information that gets to the cause of a person’s behavior
- Make targeted and precise enforcement decisions
- Maintain and advance legitimacy
Origins of Insight Policing

Retaliatory Violence Insight Project

Funded by BJA 2011–2014
Finding of RVIP

Retaliatory violent crime indicates a reinforcing conflict cycle
The Proposal of Insight Policing

Officers need to address the conflict that presents between themselves and the public in order to successfully address retaliatory conflict in the community.

- Delink Threats
- Promote Communication
- Establish Trust
- Project Legitimacy
Insight Policing

The KEY is recognizing

Criminal Behavior ≈ Conflict Behavior
Insight Policing Skills

- **Awareness skills** to identify and recognize conflict behavior
  - The characteristics of conflict behavior
  - The interior pattern of decision making that results in conflict behavior
  - How threat perceptions inhibit mental functioning and decision making in conflict
Insight Policing Skills

- **Communication skills** to respond to conflict behavior
  - Noticing
  - Listening
  - Strategic questioning
Insight Policing

Conflict Behavior  (Fight, Flight, Freeze)
What we do when we perceive threat and make a decision to defend against it.

Our Minds Under Threat

Adrenaline
Cortisol

Unreasonable, Certain, Tunnel Vision, Selective Perception, Bias

Self-Protection and Defense

Behavior That Escalates Conflict
Insight Policing

Behavior That Escalates Conflict

Criminal Behavior

Conflict Behavior
Insight Policing

- Skills to **identify** and become **strategically curious** about the **threat** and **defense** pattern behavior
  - Reignite critical thinking
  - De-escalate conflict
  - Create calm, safe scene
  - Gain critical understanding
  - Make strategic enforcement decisions
The Effects

- Citizens feel heard and understood
- They stop being mad
- They stop defending
- They cooperate and comply
Insight Policing

The Warrant Pickup
Insight Policing

The Drive-By
Insight Policing

- Establishes legitimacy
- Builds trust
- Changes experiences and expectations for the better
Insight Policing

- Helps officers manage their own conflict behavior
Officer Voices on Insight Policing

“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

“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
Questions?