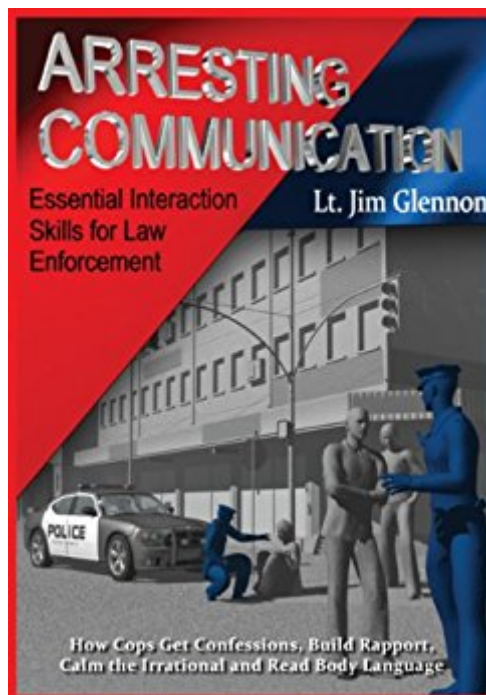




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Arresting Communication: Essential Interaction Skills For Law Enforcement



Synopsis

Arresting Communication is a book that is entertaining, funny, realistic, and right on point. It explains the essential principles of interaction while providing the skills necessary for those who wish to succeed in the law enforcement (or any other) profession. Whether in the field of public safety or for those private industry, this book should be a mandatory read; it could save your career and perhaps...your life.

Book Information

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Customer Reviews

One of the best Law Enforcement Books, I've read. As a current FTO (Field Training Officer) for my department, I have recommended this book to all my past trainees. I find Jim Glennon's lessons not only applicable out on the streets but also the way law enforcement professionals should carry out their duties, when servicing their citizens. This book is an absolute must read, if you are a patrol officer or assigned to a special unit where obtaining a confession will strengthen your case. In our profession it is very important to not only master the current laws but also the method in which we communicate with the public and interact with suspects. Not only does Glennon discuss the

importance of communication but also what human behavioral signs to pay attention to when dealing with suspect's, who may be plotting an attack or flight. Outstanding read!

Anyone in law enforcement who reads knows the name Jim Glennon and his book Arresting Communications. He is an exceptional writer using comedy to get the readers attention, drive home points, and help you retain the information. The power of the spoken word is unfortunately undervalued in law enforcement but it is the most dangerous tool if used incorrectly. As a female in law enforcement who cant rely on solely on my size or brute strength I have read a lot of books on defusing situation and gaining compliance without physical force. This book is not only a must read for LEs out in the field but also anyone who interacts with others.

Really enjoyed reading this book. Being an effective communicator in LE is key to not only dealing with criminals, but also the customer service side of the job. I have already noticed a positive change during my shifts by applying the principles in this book. Highly recommend this book!

Jim Glennon and the Calibre Press team are amazing. I actually took a class taught by Jim covering some of the information in the book and I tell you, the topics and techniques presented were on point and they work!

After 25 years on the road I can still learn how to deal with the emotional extremes of the suspects I encounter. This book is more useful to new officers who are at the beginning of the learning curve. Save yourself the hassles of citizens complaints, and fights you can avoid, by communicating better. Your department won't give you the training so learn on your own. This book was well written and researched. It's much better than listening to a sergeant, with no road experience, tell you how you should have handled the contact

Lt. Jim Glennon's 'Arresting Communication' is easily the finest book on police work that I've ever read, and I've read quite a few. Lt. Glennon is able to distill and interweave intriguing personal anecdote, scholarly research and meticulously crafted behavioral studies into a no nonsense guide to reading people, all while doing it in such a way that's going to have you turning pages and laughing aloud, not nodding off to sleep. From traffic stops to urban patrol, from the interview room to your living room at home, I guarantee after you read the LT's book, you're going to be instantly better at picking up the cues that, if you miss or misinterpret them, could lose you a confession, get

you fired, get you killed...or in deep..ahem...trouble with the wife (or husband).Get this book. Do it now. Do not wait. And better yet, go to one of the LT's seminars and hear it firsthand like I did...the life you save could be your own.

Fast paced, informative and interesting writing. I would have given it five stars if it had delved a bit deeper into application of the techniques and insights to build on the lessons given. By the end of the book I wanted more of that. Overall definitely worth the time to study and read.

Outstanding. If there is one book our police officers (nztionwide) should read, this is the one. Glennon captures the importance of communicating well in his seminal work.

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