

Attachment 3

“8” Step Difficult Person Transcription and Coding

Created By:	Doc Thompson
Used for:	Verbal Judo Training
Format:	MPG
Duration:	3:08
Size:	17.8 MB
Transcript Entries:	Lorna Keathley
Jefferson Transcript:	Lorna Keathley
Title of Video:	“8” Step Car Stop
Description:	Verbal Judo is a tactical communication taught to law enforcement. It emphasizes that communication skills are the officer’s number one tool in compliance gaining contexts.

ACT I SCENE I

Stage Set Up:

A motorist has been stopped by a cop at night. There doesn't appear to be a moon or any stars visible. This might be a city area, maybe a city street. There is some kind of building in the far right hand corner and has a couple of lights (might be an apartment) and other than that the background is black.

In the foreground, the motorist is about 55+ years old, has a gray mustache and balding white hair and doesn't appear to be overweight. The motorist has on a jacket and it appears black.

The cop 45+ has a crew haircut and what looks like grey hair. The cop is from the Sheriff's office and has on a brown starched uniform with sleeves to the elbow. There is some kind of badge directly on a starched crease down the left side of the shirt. The cop has a patch on the left shirt sleeve. The cop appears to have on green or black pants with a uniform belt. He is holding what looks like a Mag Flash light –black and about 12-16 inches long.

Both the motorist's and the cop's cars are white. The motorist's car might be an unmarked police vehicle. The cop car lights illuminate a reddish/purplish haze on the motorist's left hand side of the car.

The screen shot does not include the motorist's entire car. In the foreground, just the driver area cut to the front window is viewable, driver mirror, and back left hand of the motorist's car. The scene does not show the hood of the motorist's car. You can see most of the cop's car but the cop does block it during the video. The film has a low hum, maybe of traffic.

Notes:

Cop's dress is impeccable. I see military creases. Film seems degraded and grainy.

The cars both look like police issue - the motorist's is unmarked.

	Timespan	Content	Field Notes	Additional Notes
1	00:00-00:05	<p>((Cop walks to the Motorist's car one second per foot step from his patrol vehicle. Cop holds out the flash light and shines it into the driver side window at the motorist. Just before the cop reaches the driver side window, his right hand goes near his holster. You can't really see if he unhooks the holster or not.)) ((Motorist looks at watch that is on his left hand and looks back at the cop through his rear view mirror.))</p> <p>At frame 00:01 the title of the training video fades in: "8" Step with Difficult Person</p>	Cop seems to be hiding fact his right side is touching gun holster.	
2	00:06 - 00:14	<p>((M1)) .hhh hhhhhh ((Exhales heavily)) (0.2) {non-verbal}</p> <p>((O1)) >Good Evening sir Deputy Thompson- {“8” Step }</p> <p>((M1 nods head yes but does not turn head toward cop, instead motorist stares straight ahead.)) {non-verbal}</p> <p>((O1)) >>>San Bernardino County Sheriff's Department-</p> <p>((O1)) [Sir the reason] I stopped ya is (.01) {“8” Step }</p> <p>((M1)) [^oIII^o↑: TTS]</p> <p>((M1))^o↑ IIITTS[↑] It's not a good evening-</p> <p>((M1 moves head slightly to the right.)) {non-verbal}</p>	<p>((Motorist shaking head no)) {non-verbal}</p> <p>Motorist's body language matches voice. Tension about being</p>	<p>This happened to me when I was pulled over. I was totally blinded for a second. Are they measuring pupil response? Yes NYSTIGMUS</p>

		<p>((O1)) >I paced you Sir 55 in a 30 [over the last four blocks]= [[((M1 Shakes head no.))] {non-verbal}</p> <p>((M1)) Naaahhh-</p> <p>((O1))when I was down ta seventh=</p>	late.	
3	00:15-00:33	<p>((M1)) < You know what?You know-</p> <p>((O1)) >Sir is there sum ummm [justified] reason for that this- {"8" Step } ((M1)) [Listen]</p> <p>((M1)) ((unintelligible)) –</p> <p>((M1))You rancho kooko mombo sheriffs have a reputation furr (0.02)</p> <p>((M1)) stopping cars like mine >I know what you're doing out here(.) This is a -</p> <p>((M1)) <GAME for you guys(.) This is an absolute ↑GAAAAMMME-</p> <p>((M1 looks directly at the cop and shakes left hand repeatedly. Reminds me of Italy.)) {non-verbal}</p> <p>((M1)) and you just WAIT until we drive by in these > high expensive ↑CARS and you get OFF doing this don't yOU?= ((M1 turns head and makes eye contact with Cop.))</p> <p>((Cop remains still and appears to not react to elevated voice of Motorist. Can't</p>	<p>Motorist's voice seems agitated.</p> <p>Cop remains calm and appears unreactive. {non-verbal}</p>	<p>What's this language? Some form of local cussing?</p>

		really see what cop is looking at.))		
4	00:34-00:48	<p>((M1)) >Sir, I (o.o1)Sir I can see you're upset listen to me= {L.E.A.P.S.} {RE-spect}</p> <p>((M1)) ↑ I AM >>>UPSE[T] [d]o you -</p> <p>((M1)) [have a driver's] license on you this evening SIR?- ((O1)) [I'mmm aaa] -</p> <p>((M1 looks at watch on left wrist. Watch is not visible. Looks back up at officer.))</p> <p>((O1)) >I'm about five min >>In about five minutes=</p> <p>((M1 looks back down at watch.)) {non-verbal}</p> <p>((M1)) I'm going to be late for my ↑PLANE(0.1) Ok? =</p> <p>((M1)) YOU Don't Need >>to do <This-</p> <p>((M1 uses both hands together to emphasis his meaning. He shakes them once leaving them for one second and crosses them in front of himself.)) {non-verbal}</p> <p>((M1)) I know it's a big game with you-</p> <p>((Cop shakes his head yes.)) {non-verbal}</p> <p>((M1)) but it's not a game with me >> ↑I ↓ understand what you are doin' (0.05)=</p>		

	00:49-01:02	<p>((O1)) Sir I can see you're upset [I can 'preciate] that</p> <p>((M1)) [You guys are]-</p> <p>((M1)) collecting tickets-</p> <p>((Motorist pulls both hands toward his torso, two time with each arm)) {non-verbal}</p> <p>((M1)) [like they're TROPHIES]=</p> <p>((O1)) [and If you're in a hurry Sir] ((unintelligible))=</p> <p>((M1)) >>>I AM IN A HURRY=</p> <p>((O1)) >>↓Listen to me(.) I need a Driver's License please >>I've Given –</p> <p>((O1)) You a Lawful Legal reason for the car stop(.) I'd like to-</p> <p>((O1)) [see the driver's license please(.) Tha] t's part of your responsibility-</p> <p>((M1)) [YEAH,↓ YEah,- Yeah,= yeah, yyyy]</p> <p>((M1)) to drive in >>>California</p>	{Deflection VJ Technique}	<p>M1 turns head quickly to left toward cop when cop says Lawful legal. Note: O1's voice gets softer when M1's voice gets louder.</p> <p>{Driving is a privilege.}</p>
5	01:03-01:09	<p>((M1 gets his driver's license out of his hand(.) Not sure where he got it from.))</p> <p>((M1 left arm and hand goes outside window and offers the cop what looks like a driver's license and just before the cop gets it with his index and middle fingers on his left hand that also is holding the flashlight, the motorist pulls it back into the car. The cop's right hand is till near his gun.))</p>	{non-verbal}	

		<p>((M1)) (0.2) You know ↑WHAT?! I don't what if I don't GIVE you my driver's –</p> <p>((M1)) licenSE? What if I take YOUR name insteAD?-</p> <p>((Camera zooms goes in and focuses only on O1. O1 is visible from the waist up. The car is barely visible to the left bottom screen. Looks like a rounded triangle. TO1 car is in the background, still flashing lights.))</p>		
6	01:09-01:22	<p>((O1)) <<Ok sir Look. California is very clear about-</p> <p>((O1)) [that >>I gave you a lawful legal reason] for the car stop-</p> <p>((M1)) [You guys are famous for this Stuff] =</p> <p>((O1)) You have every obligation [under the law sir] –</p> <p>((M1)) [This is RIDIC↓ulous]</p> <p>((O1)) to produce a driver's license(.) That's part of the privilege of driving=</p> <p>((When O1 says obligation his eyebrows raise up about an inch and his chin lowers, making him appear to emphasize obligation. His head also moves up about an inch.))</p> <p>((M1)) Yeah, I [hear you. OK.]</p> <p>((O1) [Now, Now I'm]((unintelligible)) Driver's license –</p> <p>((O1)) >>May I see it please sIR?= ((M1)) SURE, here <<YA ↑GOOO-</p>	<p>O1 explains why to motorist.</p> <p>{Driving is a privilege}</p> <p>{8 Step achieved goal of getting document from driver}</p>	

8	01:35-01:47	<p>((O!)) Ok(.) Sir very care>>>ful don't be reaching for it Yet(.)</p> <p>((M1 reaches for document. M1t raises both eyebrows in response.))</p> <p>((O1)) Do you have >>>anything in there that might cause me a problem? –</p> <p>((O1)) [guns, knives] contrabaND? {potential {S.A.F.E.R.}}</p> <p>((M1)) [<<< Not a thing] (0.5)</p> <p>((M1)) NOTHIN'=</p> <p>((O1)) >>>Anything like thAT?= ((M1)) NOO↑OOOO= ((O1)) O k great= ((M1)) [Do you THINK I'm a crook?]= ((O1)) [Would you reach for IT?]- ((O1)) No Sir- {L.E.A.P.S.} ((O1)) [Would you reach for it] ahhhh very carefully for me Sir- ((M1)) [Do you THINK I'm a dope head?] ((M1)) Jeessss↓ussss. This is really [ridiculous] ((O1)) [>>>Very carefully sir.]= {L.E.A.P.S.} ((Motorist reaches over to retrieve documents when he says Jesus.))</p>	<p>{non-verbal}</p> <p>Tone from M1 is even more angry and hard. {non-verbal}</p> <p>CO1's hand is not viewable but his arm indicates he is near his gun. {non-verbal}</p>
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9	01:48-2:00	<p>((Frame 01:48 Camera pans to O1. Concentrates on O1 only.))</p> <p>((M1)) You know your not helping the community relations problem –</p> <p>((M1)) Do YOU UNDERSTAND THAT?= ((O1)) Yes Sir(.) I can see you're upset and I ↓<'preciate that Sir= ((CO1 moves Mag Light into crook of arm with right hand. Puts right hand back immediately near the holster. O1 looks at driver's license when he says sir.))</p> <p>((M1)) >>>↑There it is= ((O1)) <<OOK. Thank you= ((M1 hands the O1 his documents. CO1 puts flashlight underneath his left arm with his right arm when the motorist turns away and reaches for the documents in the console and accepts document in left hand. O1 immediately puts his right hand is still near the gun holster.))</p> <p>((O1)) [Is everything accurate] on THESE Sir? = ((M1)) [There <<Ya Go]</p> <p>((M1)) <<<o↑F COURSE IT'S ACCURATE=</p>	<p>{VJ Deflection Technique - E.A.P.S.} {non-verbal}</p> <p>{8 Step other info gathering goal met}</p> <p>{non-verbal}</p> <p>((O1 motions left and right putting emphasis with documents))</p>
10	02:00-02:14	<p>((O1)) Sir for your safety and mine= {{S.A.F.E.R.}}</p> <p>((O1 moves arms and makes an emphasis with documents. When O1 says the word “your” he moves his head up and down about an inch.)) {non-verbal}</p>	<p>{VJ Tactical Peace Phrase}</p>

		<p>((O1)) >>> I'm gonna ask you to stay in the vehicle while I go back –</p> <p>((O1)) and EVALuate these materials= ((O1 moves documents to right and left when he says evaluate.)) {non-verbal}</p> <p>((M1)) ok= ((O1)) I'll be back with you in a moment= ((M1)) Ok= ((O1)) >>> as quickly as I can= ((M1)) All right <<Yeah <<<Thanks <<<<<Thank YOU ((O1 walks forward facing backing up towards his vehicle looking back two times. One step per second (o.7).))</p>	{L.E.A.P.S.}
11	02:15	<p>((Looks at O1 in the rear view mirror)) {non-verbal}</p> <p>((M1)) Asshole</p>	
ACT I SCENE II			
12	02:16-02:47	<p>((Cut swipe to the left. O1 is returning to the motorist's vehicle. Flashlight underneath left arm. Documents in left hand. Right hand located near gun holster. One step per second.))</p> <p>((M1)) I'm goinna miss that flight I know it (o.2)</p> <p>((O1)) Ok. Mr. Wapershaw?= </p>	{TIME}

	<p>((M1)) YESSS=</p> <p>((O1)) I have run <<ahhhh your name and record and it –</p> <p>((O1))>>comes up [clean s]ir= ((M1)) [unhuh]</p> <p>((M1)) >>> I TOLD YOU. I TOLD YOU THAT!.</p> <p>((O1)) Ok(.) I see that you are in a hurry and you have been coopera - ((O1 inverts documents on coopera .))</p> <p>((O1)) you know you've been very cooperat i[ve with] me tonight = [Yeah]</p> <p>((M1)) yeah ((Motorist nods head up and down on both yeahs.)) {non-verbal}</p> <p>((O1)) >>So I'm gonna give yOU (o.1) these documents back Sir= ((O1 hands over documents to M1 who gets them with both hands.))</p> <p>((M1)) OkKK</p> <p>((O1)) Ok(.) Here's your license= ((M1)) Thank you= ((O1)) I'm gonna give you a break. >>>I chose to give you a break this evening=</p>	<p>{L.E.A.P.S.}</p> <p>Motorist voice matches body language. {non-verbal}</p> <p>{RE-spect}</p> <p>{RE-spect}</p> <p>{8 Step Decision}</p>
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		<p>((M1)) WH↑AT?= ((M1 turns head to the left towards O1.)) {non-verbal} ((O1)) (0.1) Yes Sir>> I chose to do that= ((M1)) You're not gonna write the TICKET?= ((O1)) No Sir= ((M1)) Well <<THAT surprises me= ((O1)) >>>No Sir. You have a clean record – ((O1)) and [we've] had our chat and I and I hope [<<chatting] – ((M1)) [Oh my GOD] [((Motorist whistles))] ((O1)) is enough Ummm(o.1) -</p>	<p>{non-verbal}</p>
13	02:48	<p>((O1)) I Will ask you >>however [to do] drive carefully- ((M1)) [Jesus] ((O1)) in our county. Remember Sir (o.1) – ((O1)) [your safety is important to me] ((M1)) [Deputy I'm mmm I'm REALLY] Sorry(.) III was Wrong. – ((M1)) I shouldn't have come off like that.(.) III appreciate you guys out here(.) – ((M1)) I'm just late for the plane(.) I really apologize for –</p>	<p>{RE-spect}</p>

		<p>((M1)) ↓talkin' to you like that =</p> <p>((M1 uses right hand for emphasis throughout. He shakes it to left and right.)) {non-verbal}</p> <p>((O1)) We All ↓have days like that Sir(.) >>>I know exactly Please do drive –</p> <p>((O1)) [carefully] {RE-spect}</p> <p>((M1)) [Thank you] Thank you =</p> <p>((O1)) Particular[ly pulling out] into traffic</p> <p>((M1)) [Thank you]</p> <p>((M1)) Thank you Thank You Thank you</p> <p>()1 walks backward towards his car and video fades to black.)) {non-verbal}</p>	<p>{L.E.A.P.S.}</p>
	<p>Work as a Whole</p>	<p>This is a professionally filmed training video used by a Verbal Judo Instructor for the Governor's Highway Safety Office. It is called the 8 Step Traffic Stop and with a difficult person. {L.E.A.P.S.}, Sword of Insertion/Deflection Techniques and non-verbal communication were used in gaining the motorist's compliance. Both O1 and M1 are actors but have many years on the force.</p> <p>O1 appears to have a dance with words the pace speeds up and slows down. Some go really quick when they seem to NOT be as prominent.</p>	<p>It helps to hear the pace and pitch of O1. You just need to believe it will work and practice it in your own daily life.</p>

Itemizing nouns “8” Step with Difficult Person

<p>Nouns motorist (Person/PPL) cop (Person PPL) night (Time/T) stars (T) moon (T)</p>	<p>badge (Obj./O) sheriff’s uniform (O) Mag Flash Light (O) Car (Transportation/Trans.) cop car (Trans)</p>	<p>hands (PPL) driver window (Trans) wind shield (Trans) watch (O)</p>	<p>Other Words Camera Screen Stage Angle</p>
<p>Invivo Nouns Deputy Thompson (PPL) San Bernadino County Sheriff’s Dept. (Place/P) evening (T) blocks (P) seventh (P) reason (Verbal JudoTactic/VJ) car (Trans) game (O) driver’s license (Document/D) minutes (T) plane (O) flight (Thing) reputation (Thing) tickets (O) trophies (O) responsibility/obligation (Driving Privilege/DP) privilege (DP) California (P) name (PPL) rancho kookomombo sheriff’s (Cussing/CW) get off (Being)</p>	<p>famous for this stuff (Being) Thank you (VJ) Sir (VJ) Mr.(VJ) Please (VJ) Ok (VJ) car stop (VJ) registration (D) insurance (D) problem (Physical Force threat/ PF) gun/contraband (PF) knives (contraband) (1 cop) contraband (contraband) (1 cop) crook (u Think am I?) (1 moto) dope head (u Think am I?) (1 moto)</p>	<p>community relations (bad) (1 moto) Gunrunner (u Think am I?) (1 moto) moment (1 cop) materials (1 cop) these (materials) (1 cop) Jesus (cussing) (1 moto) Asshole (cussing) (1 moto) record (motorist’s) (1 cop) console (1 moto) documents (materials) (1 cop) guys (cops) (1 moto) traffic (1 cop) tonight (1 cop) safety (3 cop)</p>	<p>Action Words late (T) 55 in 30 (speeding = time) hurry (T) very carefully (VJ) I told you (Emotion/E) chose (VJ) I (cop)give you (motorist) a break (power in cop’s hand) (VJ) drive carefully (VJ)</p>