



Law Enforcement Interpersonal Communication and Conflict Management: The IMPACT Model

Brian D. Fitch

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provides law enforcement professionals with a comprehensive, easy-to-follow model designed specifically to improve communications with victims, witnesses, subjects, and other members of the public. Harnessing 30 years of front line law enforcement experience, author Brian D. Fitch outlines practical strategies in a six-step model, IMPACT, which asks professionals to:

- **Identify** and master emotions
- **Master** the story
- **Promote** positive behavior
- **Achieve** Rapport
- **Control** your response
- **Take** perspective

When used correctly, this model will help readers communicate and connect more effectively with people in virtually any law enforcement environment.

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