MEDIA TOOLKIT
Simulation Training PR Best Practices

MILO

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WHY A PR TOOLKIT FROM MILO?

Police training is a complex objective with a broad range of purposes and must be transparent to the communities you serve. We recognize that your resources for research are limited, and MILO is here to help.

We have used our observations and conversations over several decades with our law enforcement simulation customers to assemble a single source of information and best practices for you to reference when engaging with your communities, local or national press, council members, board members, investors, and social media about simulator training.

It is our sincere hope that this PR toolkit will go beyond helping to answer commonly asked questions. We want to assist you in your efforts to build community relations and increase trust in how your officers are trained to deal with stressful encounters.

"The MILO Range Training System is an integral part of initial and sustainment training for our armed school staff program and school resource officers. In our program, we use MILO for threat recognition, crowd scanning and observation, response to threats, and reaction to the arrival of law enforcement. This system allows the use of adult learning through realism, repetition, and review."

- Instructor, State LE Academy
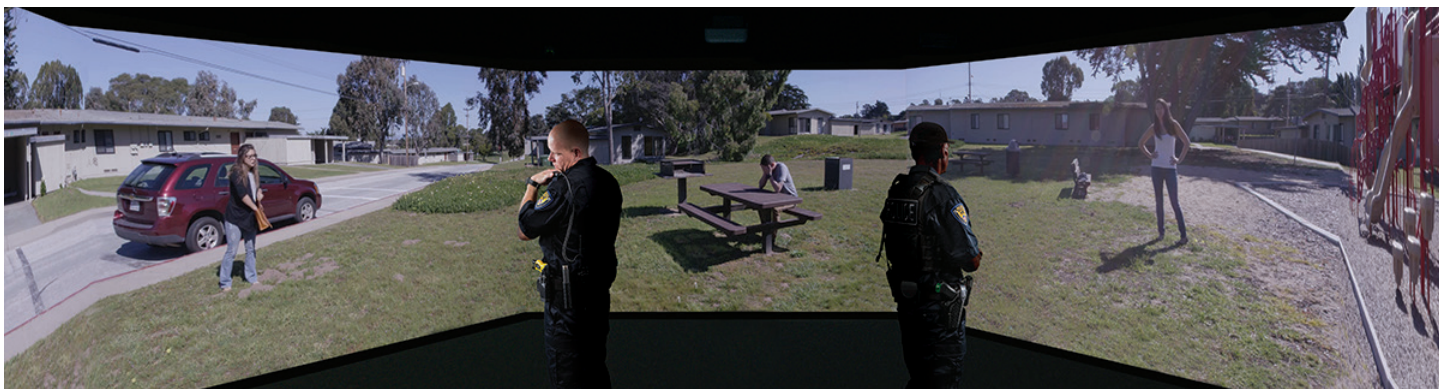
What does MILO stand for?

MILO = Multiple Interactive Learning Objectives

We first designed and released the MILO simulators in 2004. It was unique as a single computer-based system that could accomplish several training tasks in the same location, including classroom-based lessons, instructional presentations, interactive-individual and group testing and scoring, physical hands-on firearms and use of force training exercises and scenarios. This multiple training and testing capability lead to the acronym MILO.

THE BASICS

Unlike early versions of similar technology found in "simple fats machines," the MILO acronym represents the full comprehensive nature of technology integration. It acknowledges that the training objectives of police agencies are multi-faceted and go beyond simple firearms proficiency training. An instructor-led educational combination of people, processes, and technology should not be referred to as a 'firearms training simulator.'

When dealing with media and community leaders, we recommend using terms like "crisis management simulator, de-escalation training system, decision under stress training system, situational-awareness training simulator, etc. Using the words "Fats" system, firearms training system, or weapons training simulator does not accurately depict the full range of skills training you can accomplish on a MILO system, and do not resonate well with communities.

An instructor-led educational integration of people, processes, and technology should **not be referred to as a 'firearms training simulator.'**

MEDIA INVOLVEMENT

Encouraging the media and local community members to participate in police training by using your MILO system is an effective way to let them 'walk a mile' in officers' shoes. It can help demonstrate economic ROI to community leaders who approved funding for the simulator, showing that their investment helps save lives and creates better-trained officers. It can help bridge the gap between police and youth by serving as an entertaining and engaging way to have essential conversations about the ways interactions can escalate. It can demonstrate the seriousness with which your agency approaches officer training to prepare them to deal with a wide range of situations they may face on duty.

PLAN AHEAD

MILO Range content includes over 1000 multi-branching scenarios with many different outcomes. The vast majority do not require shooting to end the contact successfully. To effectively demonstrate the technology to the public as a means for de-escalating incidents, we suggest that you focus on scenario content that shows **verbal skills** deployment or **less-than-lethal** responses. Although wild shoot-out and hostage situation scenarios may be exciting to show, an accurate demonstration of MILO Range capabilities should always lean to the desired end goal you want the

> "It allows us to use verbal de-escalation, which is what we want....We want the officer to turn around and be able to defuse the situation before it gets to that next level."
>
> **- Thomas DePaul, Acting Director Cape May County, Dept. of Public Safety**

public to see — de-escalation training and compliance with legal standards. Having an untrained media or community participant accidentally "shoot" an unarmed suspect in a scenario in a televised spot on how your agency trains may prove a point to the public about how fast situations can escalate, but consider the takeaway message.

Just like a police shift, if your audience spends time in the MILO and never has to use lethal force, that's a good day!

If video clips will be taken by the media or community members during your demonstration of the system in action, make sure to choose scenarios that have suitable language and content for the audience.

SUGGESTED MILO SCENARIOS

Mental Health
Folder: Mental Health calls
Title: CIT Welfare Check
(Schizophrenic Subject

Unhoused Population
Folder:Verbal Defense and
Influence
Title: Homeless Encampment

De-escalation
Folder: In Custody and
Corrections
Title: Inmate Medical
Supervision

Crisis Management
Folder: Mental Health Calls
Title: Bridge Crisis

Cross Cultural
Folder: Verbal Defense and
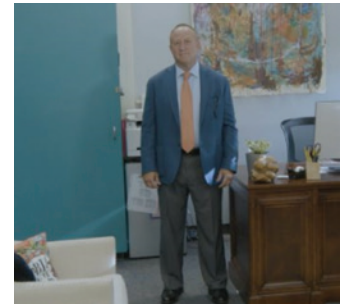Influence
Title: Welfare Check- Son
with TBI

Youth/Juvenile
Folder: Juvenile
Title: Playground 2 Boys

Implicit Bias
Folder: Traffic Stop
Title: Bike Stop

School Safety
Folder: School Resource
Title: Weapon on School
Grounds

In-Custody
Folder: Custody Corrections
Title: CDCR Bugs on Tray
(male)

Tactical Skill-Builder
Folder: Skill Builder
Title: BBFQ 1-5

Autism
Folder: Verbal defense and
Influence
Title: Austic Male in Park

PTSD
Folder: Mental Health Calls
Title: Veteran Welfare Check

LIVE DEMONSTRATIONS

If the audience is observing a live demonstration of the MILO system, ensure that the officer demonstrating is effectively showing the true capabilities of the system as a tool for choosing the most appropriate amount of force to end the scenario successfully. Make sure that they actively demonstrate the steps to take and the tactics and methods to use, in order to create alternatives to the use of deadly force. Select scenarios that best show your officers engaging in the decision-making process that leads to the considerations to use-of force and have your officers describe the steps they took and decisions they made to the instructor through a series of debriefing questions at the end of the demonstration.

You may be asked about the marksmanship features of your system. Consider if a demonstration is really necessary, or if a brief mention of the "capability to maintain proficiency without having to expend taxpayer resources at the range" may accomplish more. If you demonstrate the marksmanship features of the system, we recommend a non-human target, like those found in the skills-builders folder (Rodgers Range...) or the graphical targeting exercises (Graph-X). These can be used to remind the audience that it's important that your officers maintain proficiency in all of the tools they are entrusted to carry, including firearms.

> "The goal of using a MILO simulator is to help train staff to accomplish voluntary compliance where possible through verbal CDT (communication, de-escalation of threats) rather than use-of-force. It also highlights the "signs and symptoms of mental illness, developmental disabilities, and cognitive deficits."
>
> **- Spokesperson, Large State Corrections Agency**

TALK OPENLY

Engage in two-way conversations about the MILO training your agency conducts. When participants engage, solicit their experiences, and be honest about your own. The MILO Range training room is a simulated environment where potential liabilities can be exposed, discussed, and mitigated. **If your officers made mistakes in MILO training that led to better results in the field, talk about it openly. That's a success story!**

SUGGESTED TALKING POINTS

We have provided a list of suggested talking points to use in conversations with media and community stakeholders about your MILO simulation training program.

Research-based Technology

The MILO product line is developed on research, not trends. A Doctor of Educational Technology is part of the full-time staff, partnering with neuroscientists and behavioral experts to continually research and assess implementation. The team further includes former law enforcement officers, military officers and NCO's, and a wide range of technical staff to round out the advisory process.

Instructor-led

Good training happens when led by good instructors, which is why you get unlimited free training at MILO headquarters. This ensures your trainers are always highly competent and capable of creating skilled officers.

De-escalation

Almost every scenario with armed engagements includes a 'compliance' for successful de-escalation. In the MILO system, an "ok officer, I'll go with you" response is an example of a win.

Cross-cultural Communication Strategies

Scenario content includes contact with different ethnic and cultural groups, including foreign language scenarios; it also includes the ability to film and edit geo-specific content to test and improve cross-cultural communications.

Bias Mitigation

Scenario content is tagged for demographic metadata so that implicit biases can be identified, addressed, and mitigated.

Duty to Intercede

Scenario content showing excessive in-custody roughness by police allows officers to understand, identify, and effectively engage when they observe a colleague commit an act of excessive force.

Bystander Awareness

Scenario content includes multiple layers of distractions and adjacent activities to address the requirement that officers consider their surroundings and potential risks to bystanders before engaging suspects with force.

Mental Health and Policing

Many scenarios allow for complex conversational branching with the goal of voluntary cooperation and compliance with emotionally disturbed persons.

Legal Issues

The MILO content advisory team includes experts in constitutional law. The software-embedded 'knowledge base' is a repository of information to bring the legal classroom into the training space.

Community Policing

MILO offers a constructive space to proactively encourage and facilitate community stakeholders and encourage collaborative partnerships to identify and solve systemic problems in the community.

Resiliency Training

MILO recognizes a holistic approach to training by offering technological methods to engage the parasympathetic nervous system. This ensures the officer doesn't return to duty after intense training sessions without a nervous system 'recalibration'. It also means a healthier, more resilient officer.

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