



# Real – Time Social Listening for Law Enforcement

Date: Tuesday, April 6, 2021

Location: Zoom Webinar  
(link will be sent to all confirmed attendees week before)

Training: 0830 – 1230 hours



This 4-hour virtual presentation is designed to help agencies develop real-time social media listening capabilities, which have become increasingly important after an unprecedented year. Whether deployed as part of a full-time operations center or situation room, or “surged” to meet the demands of a critical incident or major case, students will learn how to utilize tools for situational awareness, tactical intelligence, and emergency management. The instructor will also cover best practices for privacy, civil rights, civil liberties, and First Amendment events.

## Topics that will be covered include:

- Foundation in real-time online/open source/social media research
- Review of the intelligence role in a unified command
- Overview of the current threat environment
- How to manage multiple streams of incoming information
- Achieving collaboration across boundaries
- Understanding disinformation and public trust
- Balancing situational awareness and privacy/data protection
- How to report or brief raw information in complex scenarios
- How to migrate from intelligence to investigative/evidence
- Understanding challenges and limitations
- Discussion of free vs. premium tools



## Potential uses include:

Officer safety awareness, decision support, major case management, resource deployment, criminal activity, public health, countering disinformation, dignitary protection, natural disaster mitigation and recovery, and much more!

Your instructor is a Southern CA law enforcement veteran with hands-on experience in an operations center during major events and complex criminal cases. Due to confidentiality reasons, his identity will be disclosed to registered attendees the day of the presentation.

(This presentation is for Law Enforcement Personnel only)

## RSVP

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**\$25.00 FEE FOR NON-IECIAA MEMBERS**

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