

**Event 1 – Police Sciences
 Session 19 Tools for Effective Communication
 LD-3 - Policing in the Community**

Date Revised: 10/2/2019

Course Goal: To teach recruit officers the qualities of active listening and communication techniques to generate voluntary compliance without resorting to physical force.

Learning Objectives:

- Recognize the potential effects of negative nonverbal signals **[LD3.2H]**
- Give examples of effective communication techniques **[LD3.2I]**
- Active listening, establishing effective lines of communication, overcoming barriers to communication **[LD3.2I1] [LD3.2I2] [LD3.2I3]**
- Discuss the communication techniques that can be used for obtaining voluntary compliance **[LD3.2J]**
- Define facilitation **[LD3.2K]**
- Discuss the components of the facilitation process, being familiar with the issues, establish meeting guidelines, stating meeting purpose, scope and need, stating and clarifying objectives, prioritizing competing problems and issues, identifying potential solution **[LD3.2L1] [LD3.2L2] [LD3.2L3] [LD3.2L4] [LD3.2L5] [LD3.2L6]**
- Apply facilitation techniques reflecting professional behavior, maintaining the focus on the issues and stimulating discussion, displaying interest in the issues, leading the group toward problem resolution, helping participants learn from the problem solving experience, dealing calmly and respectfully with unexpected incidents, maintaining objectivity **[LD3.2M1][LD3.2M2][LD3.2M3][LD3.2M4][LD3.2M5][LD3.2M6]**

Time: 1.5 hours

<p>Resources:</p> <ul style="list-style-type: none"> • Audio/video device • Classroom with tables • White board • Dry-erase markers • Flip chart with markers 	
<p>Session Summary: The recruit officer will be introduced to the fundamentals of Community Policing and communication techniques by means of classroom facilitation, case studies, video vignettes, and table top exercises</p>	
Outline	Instructor Notes

Event 1 – Police Sciences
Session 19 Tools for Effective Communication
LD-3 - Policing in the Community

- I. What are some “Nonverbal Signals’?
[3.2H]
 - A. body language
 - 1. failure to look a person in the eye
 - 2. crossing your arms
 - 3. looking away/looking up
 - 4. looking at your phone
 - 5. talking on the phone
- II. Proxemics:
spatial relationship or positioning of the speaker relative to the listener
 - A. Nonverbal danger signals:
If an officer sees contradictions between a person’s body language and what the person is saying, the officer should give more weight to the nonverbal message.
 - B. Officers should look for danger signals in a person’s nonverbal action. These nonverbal danger signals include:
 - 1. backing or turning away from the officer
 - 2. poor eye contact
 - 3. extreme hand motion or concealment
 - C. Negative nonverbal signals
 - 1. Officers should be aware of their own nonverbal signals. Being conscious of the signals their bodies send can help officers better convey their intended messages to a victim, witness, suspect or other members of the community.
 - 2. Negative nonverbal signals or mannerisms may include:
 - a. making a poor impression
 - b. contradicting what an officer is saying verbally
 - c. potentially escalating situations
 - d. diminished credibility
 - e. inhibiting proper communication
 - D. Gestures
 - 1. Signaling “Stop” with the hand
 - 2. Pointing at a person
 - 3. Glancing at a watch while someone

Lecture: Non-Verbal Signals
Ask the recruits to name some nonverbal signals. List the answers on the white board

Ask recruits to list some of the negative signals on the white board.

Event 1 – Police Sciences
Session 19 Tools for Effective Communication
LD-3 - Policing in the Community

<p>else is talking</p> <p>E. Facial expressions</p> <ol style="list-style-type: none">1. rolling the eyes2. sneering3. frowning4. poor eye contact <p>F. Physical actions or Mannerisms</p> <ol style="list-style-type: none">1. clenching fists to the side (shows anger)2. crossing arms across the chest3. shrugging shoulders <p>III. Active listening and communication techniques:[3.21]</p> <p>G. paraphrasing or Restating</p> <ol style="list-style-type: none">1. an officer puts the other person's meaning into the officer's own words. Example-Speaker, "I can't figure her out. First she agrees, then she disagrees." Officer, "she confuses you."2. to check your meaning restate basic facts.<ol style="list-style-type: none">a. Officer, "I believe I heard you say..."3. "Let me be sure I understand you. You said..." <p>H. Summarizing</p> <ol style="list-style-type: none">1. creates a sense of decisiveness and authority2. can be used to reconnect communication that is interrupted3. restate what has said accurately, briefly and clearly. e.g. "Let me be certain I understand..." <p>I. Ask Questions/Clarify</p> <ol style="list-style-type: none">1. recognize appropriate questioning strategies2. vary question with wrong interpretation to get speaker to explain, e.g. "Did you say the person entered through a window..." "When did the incident happen?" <p>J. Active listening and interpretation</p> <ol style="list-style-type: none">1. Victim, "what took you so long to get here?". Although the literal message is a question about	<p>Lecture: Peace officers should project that they are active listeners. Use certain techniques can help demonstrate to others that you are attentive and interested in accurately understand the message. Introduce the techniques and use the examples</p> <p>Lecture: Frequently, the most difficult step</p>
--	---

Event 1 – Police Sciences
Session 19 Tools for Effective Communication
LD-3 - Policing in the Community

<p>response time, the victim's real meaning may be, "I am afraid, and I need your help!"</p> <p>K. Lines of communication</p> <ol style="list-style-type: none"> 1. For an officer to converse effectively, the lines of communication must be as clear of interference as possible. Officers can help keep lines of communication clear in many situations. <ol style="list-style-type: none"> a. conveying an attitude of self-confidence and professionalism b. showing an understanding of the situation c. demonstrating a caring attitude d. being attentive to what is being said, and how it is being said e. using language and vocabulary that are appropriate to the situation f. being open to a different point-of-view <p>L. Community barriers to communication [3.2I3]</p> <ol style="list-style-type: none"> 2. How can officers help in breaking down community barriers? <ol style="list-style-type: none"> a. always treating people in a professional manner regardless of their role or background <ol style="list-style-type: none"> 1) victim 2) suspect 3) homeless 4) immigration status b. responding promptly to any call c. being courteous to all individuals contacted d. avoiding pre-judging individuals e. remembering not to underestimate people based on their appearance f. maintaining self-control always g. becoming familiar with cultural customs or different community groups <p>M. Communication techniques for obtaining voluntary compliance [3.2J]</p> <ol style="list-style-type: none"> 1. Ask -Ethical Appeal <ol style="list-style-type: none"> a. give the subject an opportunity to voluntarily comply b. voice 	<p>in active listening is the interpretation of the speaker's message. Peace officers must learn, through practice, to react to what people mean, not just what they say</p> <p>Ask, how would you handle this situation? What would you say to the victim?</p> <p>Refer recruits back to LD 42 Cultural Diversity and the importance of community awareness and involvement</p> <p>Lecture: members of the community are unique in their heritage, beliefs, customs, gender, age, economic status, sexual orientation, lifestyle, and ethnicity. All these factors combine make communication challenging.</p> <p>Lecture: A major goal of peace officers is to generate voluntary compliance without resorting to physical force.</p> <p>Refer recruits to take out their 5-step process for obtaining voluntary compliance.</p>
--	--

Event 1 – Police Sciences
Session 19 Tools for Effective Communication
LD-3 - Policing in the Community

<ul style="list-style-type: none"> c. neutrality d. respect e. trustworthiness <p>2. Set context-Reasonable Appeal</p> <ul style="list-style-type: none"> a. identify and explain the law, policy, or rationale that applies to the situation b. Answer the subject’s question “Why?” (question may be implied rather than voiced) c. give the subject another opportunity to voluntarily comply <p>3. Present Options-Personal Appeal</p> <ul style="list-style-type: none"> a. explain possible options or courses of action which can be taken and their consequences for the subject b. give subject another opportunity to voluntarily comply <p>4. Act-Take appropriate action</p> <p>A. When verbal communication is not effective, peace officers must use the force option that is appropriate to gain control of the person(s) and the situation. The actions of the subject(s) and other relevant conditions or circumstances, will determine the type or amount of reasonable force that will be applied.</p> <p>IV. Definition of Facilitation [3.2K]</p> <ul style="list-style-type: none"> 1. Is a consensus building process which brings together diverse priorities and perspectives toward a desired outcome. 2. Facilitation requires recognizing group dynamics and using those dynamics to ensure everyone has an opportunity to provide input and be respected. 3. Facilitation Process for meetings: <ul style="list-style-type: none"> a. being familiar with issues b. Establishing meeting guidelines c. Stating meeting purpose, scope and need d. Stating and clarify objectives e. Prioritizing competing problems and issues f. Identifying potential solutions 4. Applying facilitation techniques that reflect professional behavior can 	<p>Bring the recruits attention to step 4 of the handout.</p> <p>“Sir, ma’am is there anything I can say to earn your cooperation at this time?” (3b)</p> <p>Refer to LD 20-Use of Force, for additional details on force options-tactics will cover more in depth</p> <p>Refer the recruits to LD 3 Session 15 *TRUST *Community Partnerships *Obstacles that Officer may encounter</p>
--	---

Event 1 – Police Sciences
Session 19 Tools for Effective Communication
LD-3 - Policing in the Community

<p>significantly enhance partnership-building and meeting productivity.</p> <ul style="list-style-type: none">a. Maintaining the focus on the issues and stimulating discussionb. Displaying interest in the issuesc. Leading group toward problem resolutiond. Helping participants learn from problem solving experiencee. Dealing calmly and professionally with unexpected incidentsf. Identifying potential solutionsg. maintaining objectivity	
--	--