

**Event 1 – Police Sciences
Session 23 Interpersonal Skills
LD-3 - Policing in the Community**

Date Revised: 09/17/2019

Course Goal: To teach the importance of Interpersonal skills and reinforce Recruit Officers communication skills for the community.

Learning Objectives

- Define Communication **[3.2F]**
- Recognize the components of a message in communications with others **[3.2G1-3]**
- The student will participate in a role-playing learning activity that simulates a public problem-solving meeting with conflicting positions about a local issue. The activity shall focus on and generate discussion, during and after the activity **[3.4C1-6]**

Time: 2 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 • Field Officer’s notebook, F.I. cards • 	
<p>Session Summary: The recruit officer will be introduced to the fundamentals of Community Policing and communication techniques by means of classroom facilitation, role plays, case studies, community research project, and table top exercises.</p>	
Outline	Instructor Notes
<p><u>I. INTRODUCTION:</u></p> <p>A. The development of police community-partnerships requires officers to communicate effectively. Skillful communication is an important safety skill.</p> <p>LEARNING ACTIVITY No. 1 Peanut Butter and Jelly exercise (option #1) [3.4C1-6]</p> <p>LEARNING ACTIVITY No. 2 Practical Application of Notebook, FI Card and Communication Skills [3.2G1-3]</p> <p>II. Define Communication [3.2F]</p>	<p>ASK: How effective is the CAPRA problem solving model without successful communication?</p> <p>Learning Activity No.1 (attached)</p> <p>Learning Activity No. 2 (attached)</p>

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<p>A. Is the sending and the receiving of messages, both verbal and nonverbal, between two or more people.</p> <p>A. Define “Essential” elements of communication</p> <ol style="list-style-type: none">1. Sender2. Receiver3. Message4. Circumstances under which the communication occurs <p>II. Field Officer’s Notebook</p> <p>A. Advise that the Field officer’s notebook is one of the most valuable tools in law enforcement</p> <p>A. Discuss the importance of taking notes in preparation for report writing</p> <ol style="list-style-type: none">1. Field notes are more reliable than an officer’s memory/2. Field notes are the primary source of information for the investigative report.3. Detailed field notes reduce the need to re-contact the involved parties later.4. Field notes can be used to defend the credibility of an investigative report.5. Notes should be restricted to only the important facts.6. You should alternate between listening and writing7. You must be professional in your approach to documentation <p>B. Apply appropriate actions for taking notes during a field interview</p> <ol style="list-style-type: none">1. Separate involved parties2. Establish rapport3. FI stance <p>C. Separating facts while interviewing</p> <ol style="list-style-type: none">1. Suspects and/or witnesses are often excited, incoherent, or afraid2. Notes should not be taken when you are obtaining statements from suspect <p>D. Three phase interview method</p> <ol style="list-style-type: none">1. Subject tells the story2. Subject repeats the story while you take notes3. You repeat the story back to the subject <p>Learning Activity No. 3 Interview a classmate by applying the “Three</p>	<p>Ask: Why else are good communication skills necessary?</p> <p>Refer back and review LD 18 and the importance of the Field Officer’s Notebook</p> <p>Learning Activity No. 3 (attached)</p>
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phase interview method” (15 minutes).

- E. First page of notebook information
 - 1. Start of watch information
 - 2. Roll call information
 - a. Partner’s serial number
 - b. Your assigned car/beat of the day
 - 3. Important information presented by Watch Commander and Field Supervisors
- F. Other types of information in notebook
 - 1. Evidence at crime scene
 - 2. Detectives at the scene
 - 3. Incidents where no arrests or reports are made
- G. Information for initial crime broadcast
 - 1. Time is critical
 - 2. Transmitted within one minute of arrival
 - 3. Information necessary for the supplemental crime broadcast
- H. Specific uses for notebook
 - 1. Report preparation
 - 2. Admonition of rights
 - 3. Court
 - 4. Probable Cause
- I. Preservation of field officer notebook
 - 1. Label notebooks in numerical sequence
 - 2. Store in safe place

H. In Conflict Resolution – you will have the opportunity to use some of the communication and note taking skills when attempting to resolve conflicts. Be sure to reflect on what you learned today and in earlier sessions (especially CAPRA) when solving those problems

Ask and review (LD18) what information should be on the first page of the field officer’s notebook.

Ask the recruits what information is need it for a code 10?

Briefly talk about crime broadcasts; advised them their Academic instructor will go over this more in depth