



Chapter 2

Communication



Course Overview

Unit 1: Fundamentals of Communication

Communication basics, verbal/non-verbal skills, conflict resolution

Unit 2: Professional Communication

Community interaction, core competencies



Unit 1: Fundamentals of Communication

Lesson 1

Communication Basics

Lesson 2

Verbal and Non-verbal
Communication

Lesson 3

Conflict Resolution and De-
escalation



Lesson 1: Communication Basics

Lesson Goal

Communicate effectively using empathy, courtesy, and professionalism while serving your community.

Think About This

A resident approaches you angry about burglaries in their neighborhood. They raise their voice asking why police aren't doing more. How could you help de-escalate this situation?





What is Communication?

Communication involves the exchange of verbal and non-verbal messages.

Methods Include

- Spoken language
- Written language
- Gestures
- Facial expressions
- Body movements

Effective Communication Requires



Speaker sends message

In a way listener understands



Listener responds

Shows understanding





Why Communication Skills Matter

Prevents

- Misunderstandings
- Escalation of tensions
- Safety issues

Promotes

- Officer safety
- Community safety
- Positive outcomes

Three Pillars of Effective Communication



Empathy



Courtesy



Professionalism



Empathy

The ability to understand and care about the emotions of others.

Not Sympathy

Empathy connects with someone rather than feeling sad for them

A Tactical Tool

Helps navigate situations and keep everyone safe



Using Empathy in Action

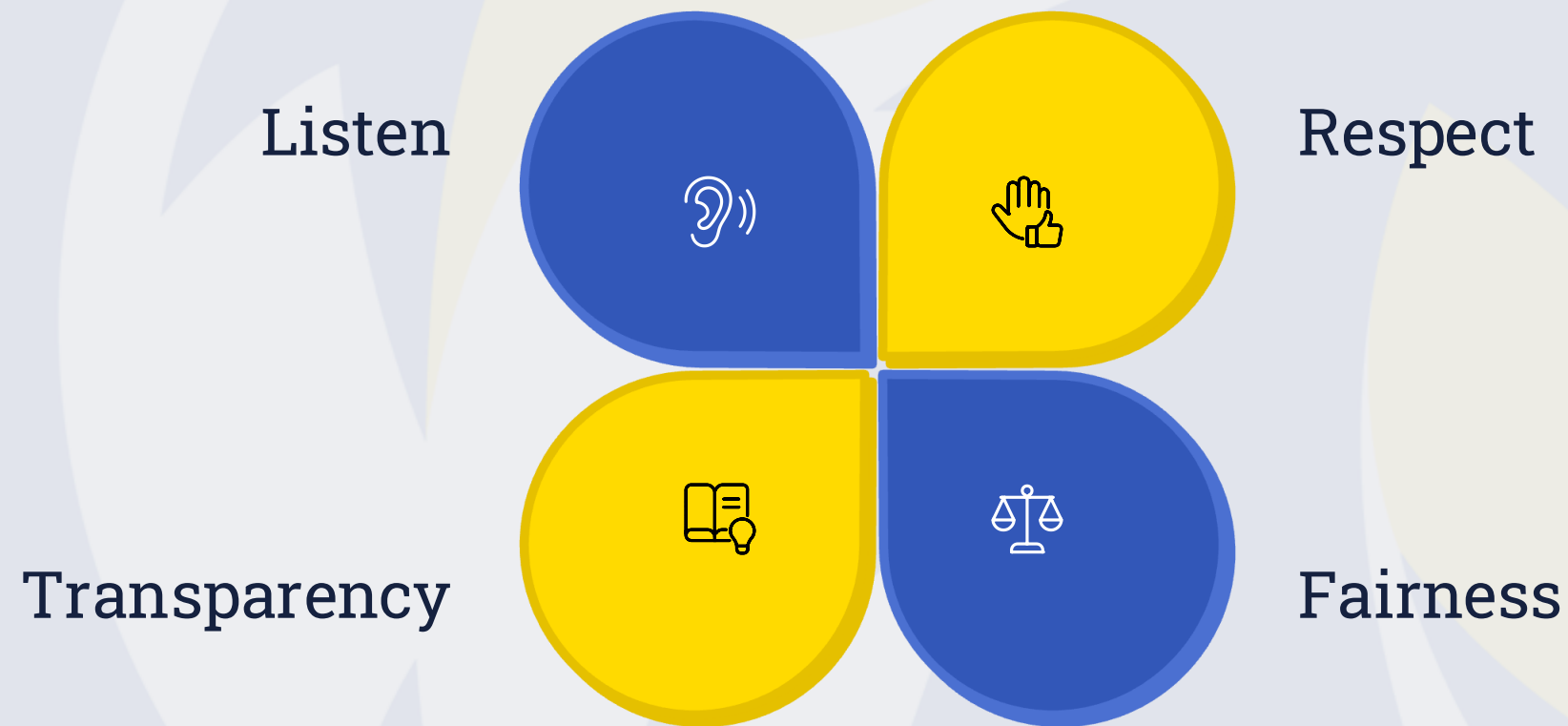
Example: Person loitering in front of store may be fearful of police. Consider how you would feel if afraid or unsafe.

Put yourself in their shoes

Acknowledge their feelings

Apply procedural justice

Empathy and Procedural Justice



Empathy helps you apply these principles in stressful encounters



Courtesy

Displaying professional conduct and respect for others



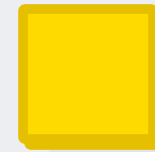
Be personal yet professional

Introduce yourself, use their name



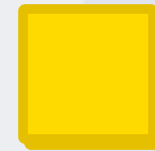
Avoid barriers

No sarcasm, "obviously," or "you people"



Treat everyone with dignity

Show respect in all interactions



Focus on solutions

What can be done, not what cannot



The Power of Courtesy

Explain Your Actions

Tell people what you're doing and why

Results

- Appropriate responses
- Public cooperation
- Better outcomes



Professionalism

Behavior demonstrating good character and pride in yourself and your career



Core Values

Service, integrity, respect, fairness, honesty, courage, compassion



Leadership

Moral and ethical guidance, trustworthiness, common sense



Examples of Professionalism

Doing right when no one is looking

Dressing professionally

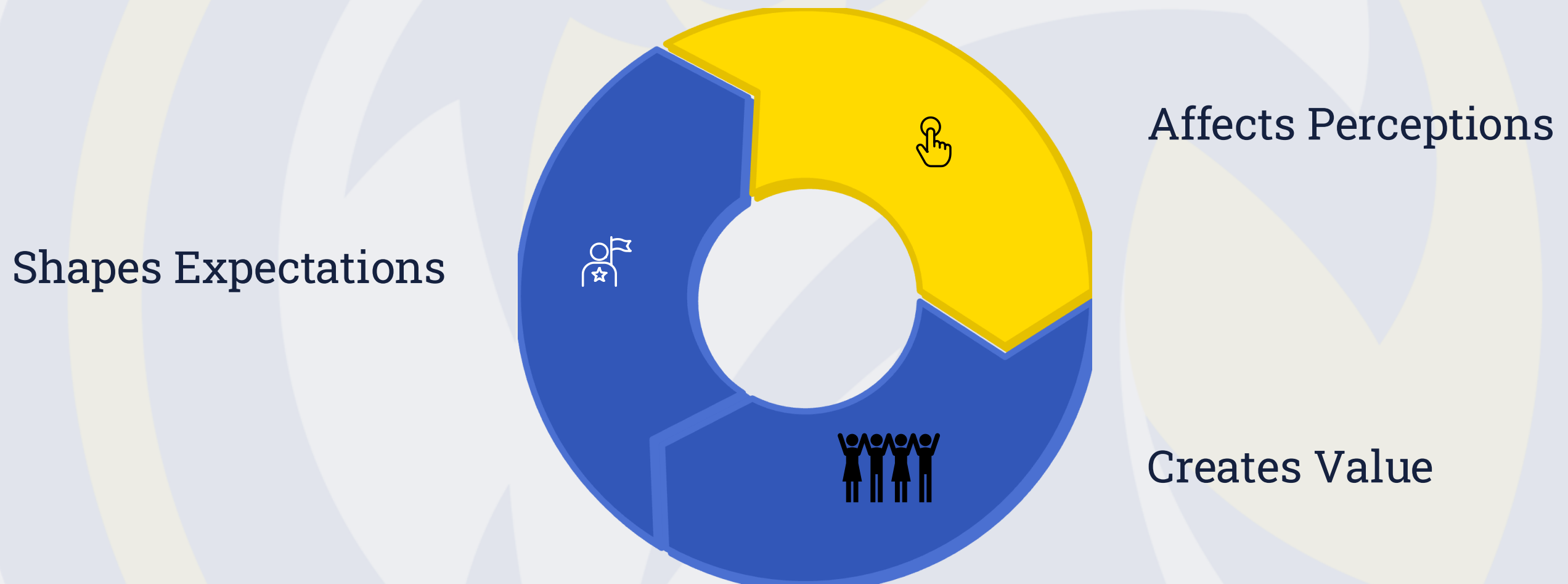
Admitting mistakes

Knowing your job and being competent

Maintaining calm presence

Practicing customer service

Your Attitude Matters



A professional, positive attitude makes you a valuable member of society and law enforcement



LEED Framework

Listen



Explain

Equity



Dignity

Guidelines to maintain professionalism in all interactions

Command Presence

Your most valuable non-verbal tool



Confidence

Professional appearance, erect posture, alertness



Competence

Training, education, experience

Adapting Command Presence

Supporter Role

Sit with victim instead of standing over them

Maintain control while providing comfort

Key Principle

Adjust presence to fit situation while remaining professional





Physical Appearance Matters

1st

First Impression

Your appearance is the first non-verbal message

- Clean, pressed uniform
- Shined shoes
- Personal hygiene

Demonstrates respect for your job and community

Lesson 2: Verbal and Non-verbal Communication

Lesson Goal

Interpret non-verbal and verbal communication while considering incident context.





Think About This

You respond to a domestic disturbance. The tenant says everything is fine, but he's sweating, breathing heavily, with an expression of terror. How can you read his non-verbal communication?

Understanding Communication Cues

Verbal Communication

What they say with words

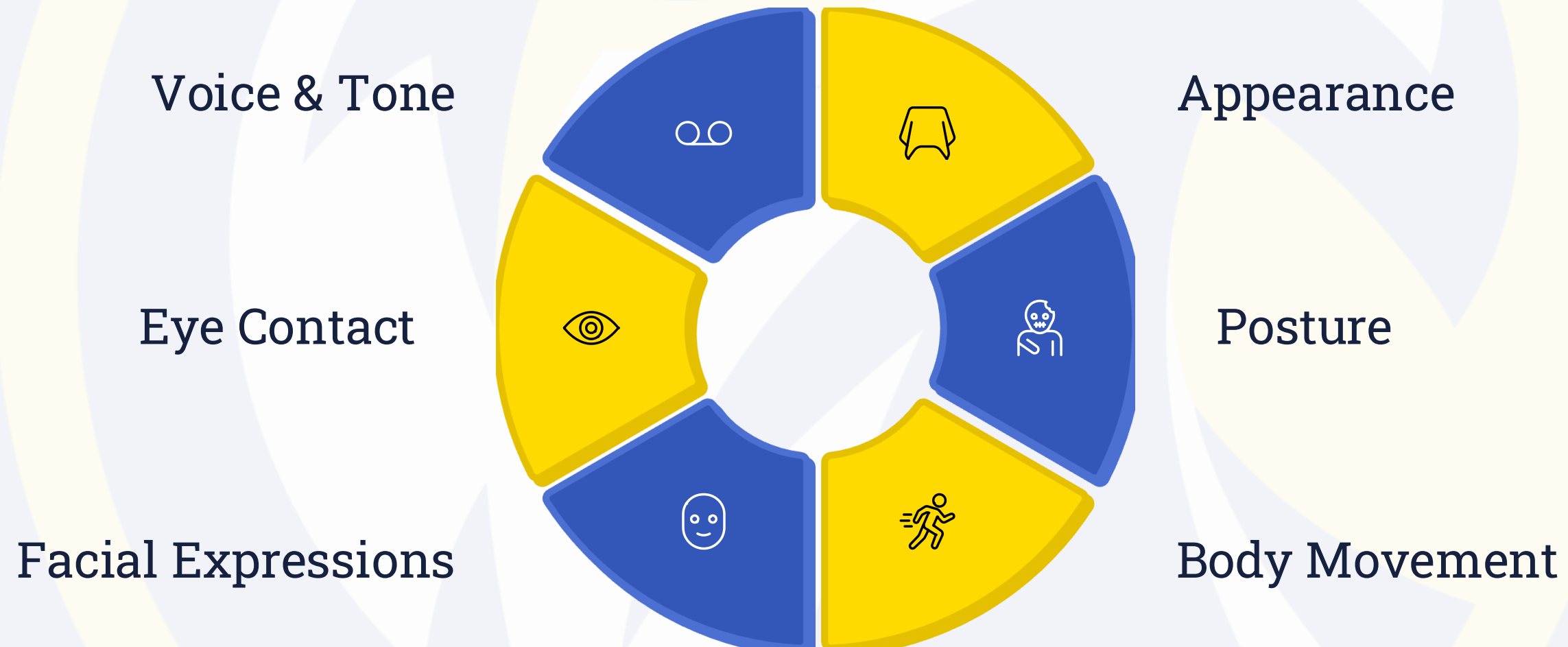
Non-verbal Communication

Messages sent without explicit language

Constantly evaluate both for your safety and effectiveness



Types of Communication Cues



Voice and Tone

Not just what we say, but how we say it

Consider

- Volume, tone, pitch
- Sarcasm or confidence?
- Anger or compassion?
- Word choice and delivery



General Appearance and Dress

- ❏ **Important:** Stay objective regarding a person's way of dressing. Avoid making judgments based on appearance alone.

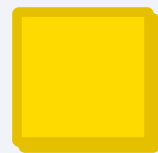
Posture

How we sit, walk, and stand



Watch for shifts

Weight shifts or crossed arms during questioning



Match words to posture

Does body language validate or contradict statements?





Body Movement

Your Body Language

Lean forward to show interest

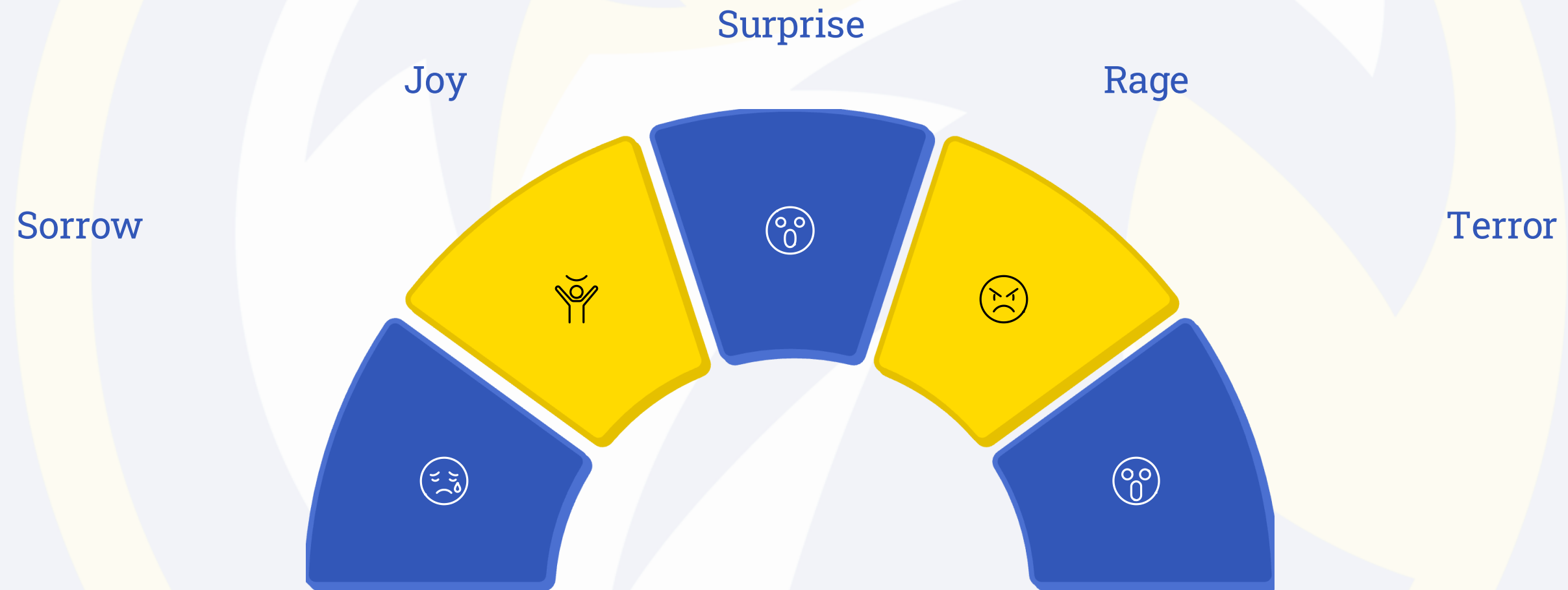
Their Body Language

- Rocking back and forth
- Twitching eyes
- Shaking legs

May indicate nervousness or fight/flight

Facial Expressions

Express emotions without words



Most facial expressions are universal across cultures

Reading Facial Expressions

Does the person's facial expression match their verbal message?

Someone may say "I'm fine" but their face shows rage



Touch

Consoling

Reassuring pat on shoulder to show empathy

Redirecting

Physical guidance to a location

Boundaries

Always respect if someone seems uncomfortable



Smell and Personal Space

Smell

Avoid judgments about hygiene differences

- Medical conditions
- Cultural differences
- Dietary restrictions

Personal Space

Boundaries vary by culture and person

Moving too close may make someone uncomfortable



Eye Contact

Mutual Gaze

Common level of eye contact during conversation. Use to encourage someone to continue talking.

Break of Gaze

When person drops their gaze. May indicate personality, emotional state, trauma, cultural norms, or recalling information.



Interpreting Eye Contact

- ❏ **Important:** Don't assume you understand their response if they're not making eye contact. Cultural factors and individual differences matter.

Context is Everything

Evaluate behaviors

Within entire context

Consider culture

Cultural factors matter

Account for stress

People react differently



Lesson 3: Conflict Resolution and De-escalation

Lesson Goal

Understand communication barriers and use conflict resolution and de-escalation skills with equity and dignity.





Think About This

Homeowner and plumber in conflict. Plumber says homeowner hasn't paid. Homeowner cursing, claiming plumber didn't do job. How could you help manage this conflict?



Barriers to Effective Communication

Verbal Barriers

- Not explaining actions
- Not listening
- Using slang or curse words
- Disrespectful phrasing

Non-verbal Barriers

- Abrupt body language changes
- Mismatched communication
- Derogatory gestures



Additional Barriers

Prejudices & Biases

False assumptions or stereotyping

Physical/Psychological

Disabilities or conditions

Language Differences

Accents or other languages

Environmental

Background noise, distractions



Preventing Communication Barriers

Treat everyone with respect

Maintain appropriate eye contact

Keep sentences brief and clear

Give specific directions

Use open-ended questions

Allow them to tell their story

"Stand next to trunk" vs. "move over"

Managing Conflict

Officers frequently serve as mediators

1

Temporarily resolve

2

Or permanently resolve

3

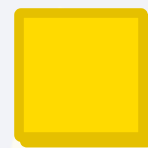
Before escalation

Conflict Resolution Strategies

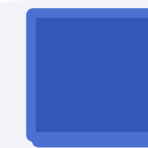


Separate parties
safely

Prevent communication
between them

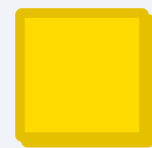


Render first aid if
needed



Gather information
from all sides

Let everyone tell their story



Explain your
actions



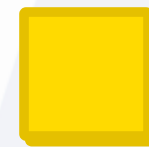
Provide options and
resources



Help mediate
compromise



Explain why action taken or not



Act with dignity

Leave people with dignity intact



Before You Begin Mediating

Determine


Can conflict be resolved or only managed?

Know

Resources available to manage conflict

Goal

Guide parties toward peaceful end

 Not everyone may agree with the solution



Keys to Effective Conflict Management



Active Listening

Truly hear what people are saying



Self-Control

Remain calm and unbiased



Cultural Understanding

Respect human and cultural diversity



Know the Law

Understand your authority

When Situations Escalate

Some situations may escalate to violence if not properly managed

Examples

- Domestic disputes
- Child custody exchanges
- Landlord-tenant disagreements
- Civil disputes

De-escalation Techniques



Call additional personnel

Re-deploy resources



Issue strong verbal commands

Use or threaten physical force

Designed to bring volatile situations under control



Control First, Then Mediate

1

Establish Control

Use de-escalation techniques

2

Then Mediate

Manage or resolve conflict



Not all conflicts can reach peaceful conclusion. Sometimes enforcement action is necessary.



Unit 2: Professional Communication

Lesson 1

Knowing Your Community and Interacting With the Public

Lesson 2

Core Communication Competencies

Lesson 1: Knowing Your Community

Lesson Goal

Interact fairly and professionally with your diverse community.



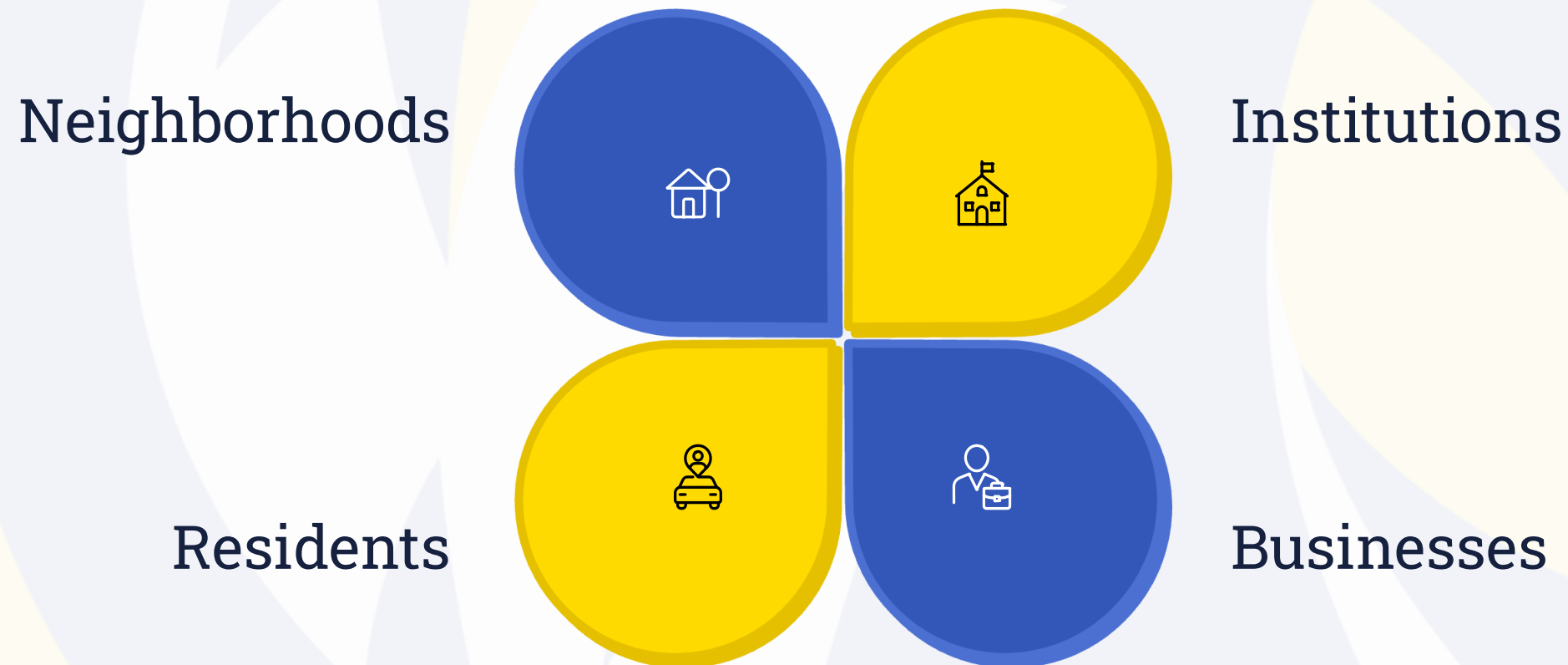
Think About This

Interviewing witnesses at traffic crash. One witness's grandmother sees you, begins crying, steps behind granddaughter to hide. Granddaughter explains grandmother is afraid of police. What might have damaged her trust?



What is Community?

People and locations that make up neighborhoods, institutions, and businesses in your work area



Community Expectations



Courteous



Efficient



Accessible



Fair Treatment



Compassionate



Impact of Officer Behavior

Professional Behavior

Builds trust, strengthens relationships, secures community

Unprofessional Behavior

Destroys goodwill, damages relationships, impacts everyone's safety



Common Complaints About Officers

Showing disrespect or
arrogance

Humiliating people

Rushing to judgment
before gathering facts

Making assumptions

Responding in
inappropriate, biased
manner

Why Professionalism Matters

You Need

- Community respect
- Community support
- Community cooperation

To Provide

Effective law enforcement services



Understanding Community Demographics

You will meet people from diverse backgrounds

Countries & Cultures

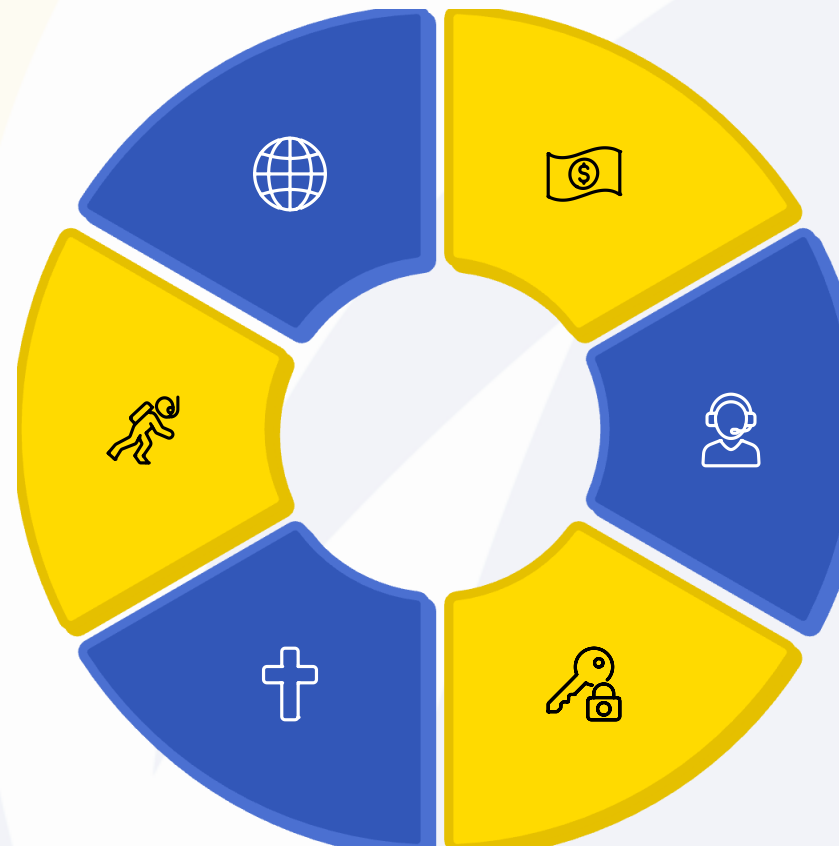
Orientations & Ideologies

Religious Beliefs

Socioeconomic






Ages

Physical Abilities





Improving Communication With Diverse Communities

-  Learn demographics and social characteristics
-  Show sincere willingness to learn
-  Learn about belief systems
-  Make effort to connect
-  Recognize differences and similarities



Questions to Ask Yourself

Does my gender affect this situation?

Is there a family or cultural hierarchy I should be aware of?

Is there a language barrier?
What can I do to communicate more effectively?



Building Trust Through Understanding

Build Rapport

Take time to connect

Respect Others

Show genuine respect

Explain Actions

Help them understand

Gain Cooperation

Partner with community



INTERCULTURAL COMMUNICATION

Culture may be identified as the customary beliefs, social norms, and significant traits prevalent among a group of people or in a particular place.

Intercultural communication takes place when people from different cultures communicate.

When intercultural communication is done poorly, it can result in miscommunication and division between you and your community.

“Intercultural” can mean interethnic, interreligious, and interregional, as well as between genders.

When you are ***culturally responsive***, you are open to learning about new cultures, are respectful of cultural differences, and recognize the important role that culture plays in people’s lives.



Professional Communication

- PREPARING FOR AN INTERACTION

- Self-talk is the practice of talking to yourself as you anticipate, encounter, or evaluate an event.

- While being aware of your own perceptions, assumptions, and limitations, you must also be aware that others have perceptions and assumptions of you.
- To communicate effectively, you must control your emotions and not allow them to dictate your words or actions
- Be the calming presence, and do not allow your anger to escalate a situation.

