



# Chapter 2

## Communication





# Course Overview

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## Unit 1: Fundamentals of Communication

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

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## 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?



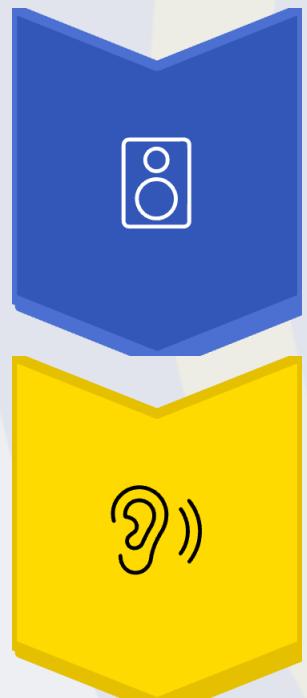
# What is Communication?

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.

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Put yourself in their shoes

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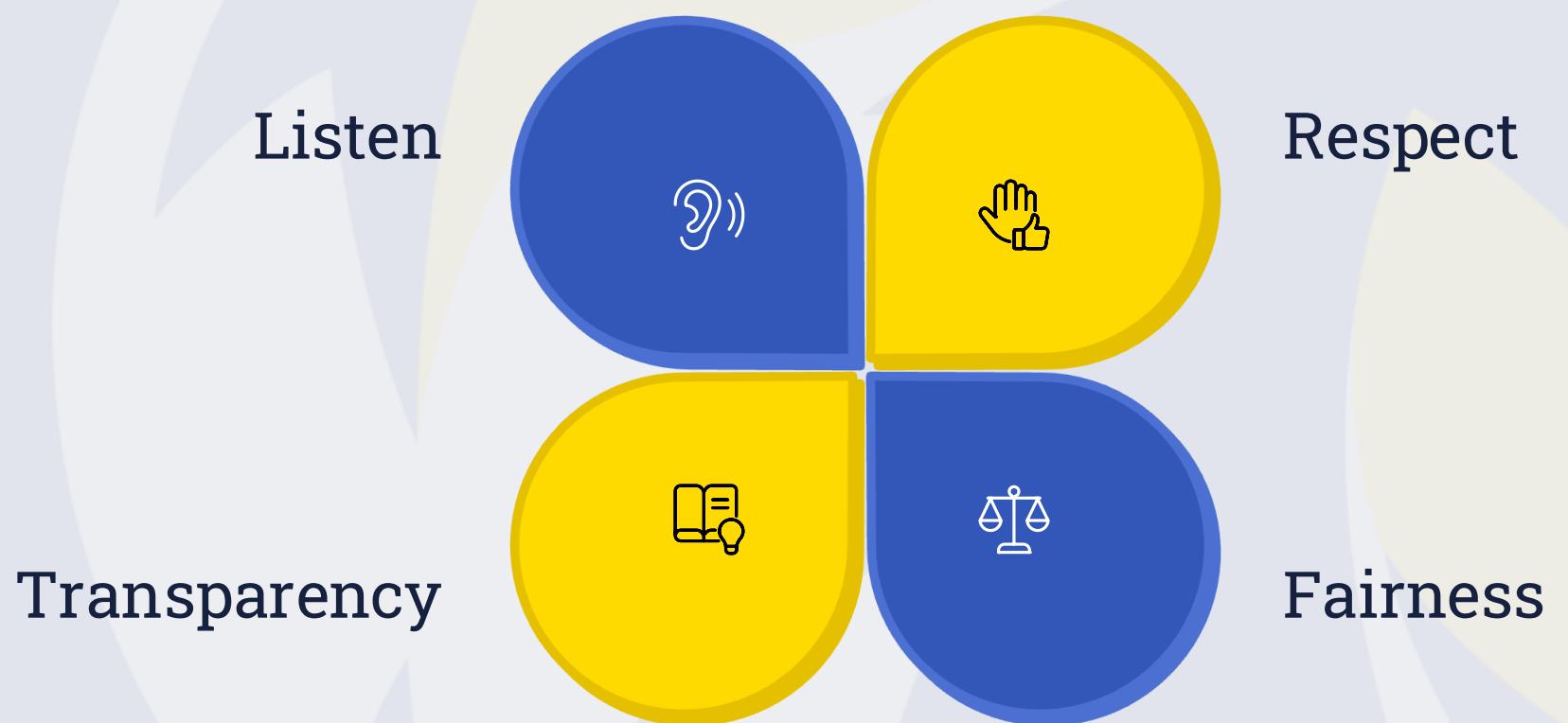
Acknowledge their feelings

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Apply procedural justice



# Empathy and Procedural Justice



Empathy helps you apply these principles in stressful encounters



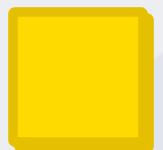
# Courtesy

Displaying professional conduct and respect for others



**Be personal yet professional**

Introduce yourself, use their name



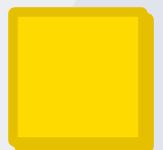
**Treat everyone with dignity**

Show respect in all interactions



**Avoid barriers**

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



**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

Knowing your job and being competent

Dressing professionally

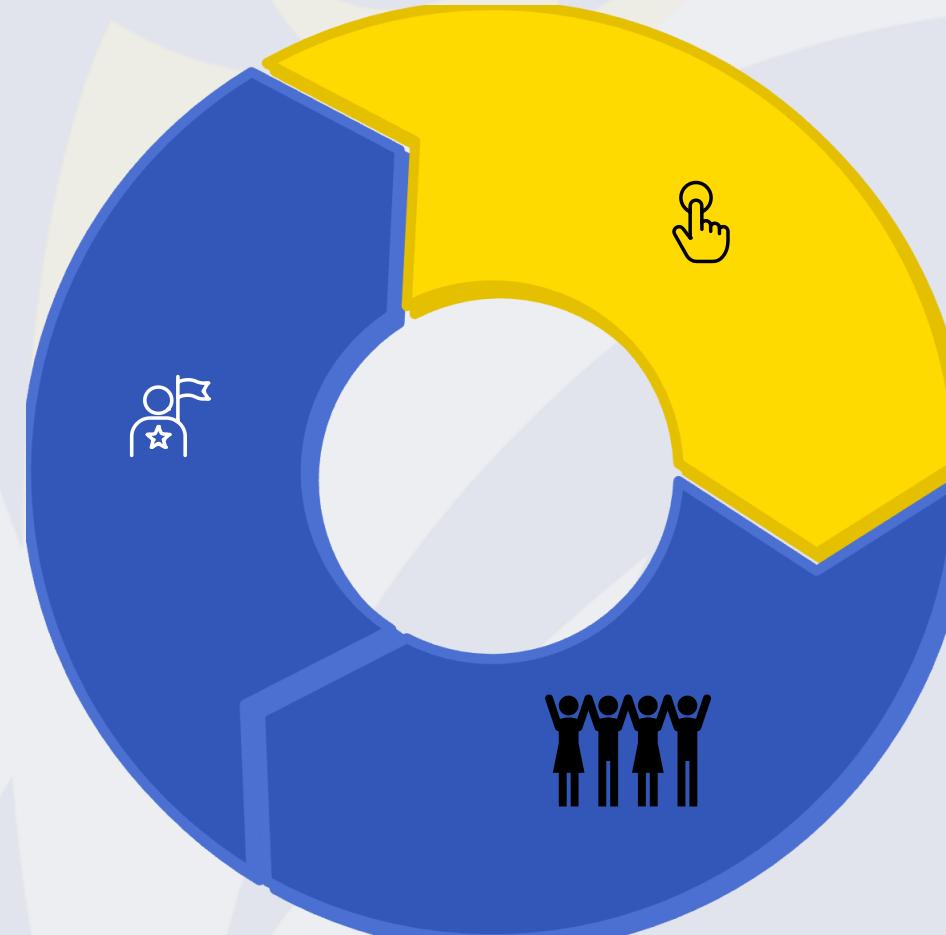
Maintaining calm presence

Admitting mistakes

Practicing customer service

# Your Attitude Matters

Shapes Expectations



Affects Perceptions

Creates Value

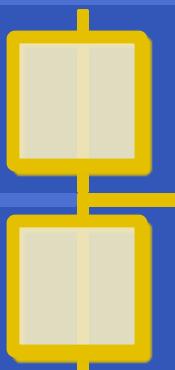
A professional, positive attitude makes you a valuable member of society and law enforcement



# LEED Framework

Listen

Equity



Explain

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

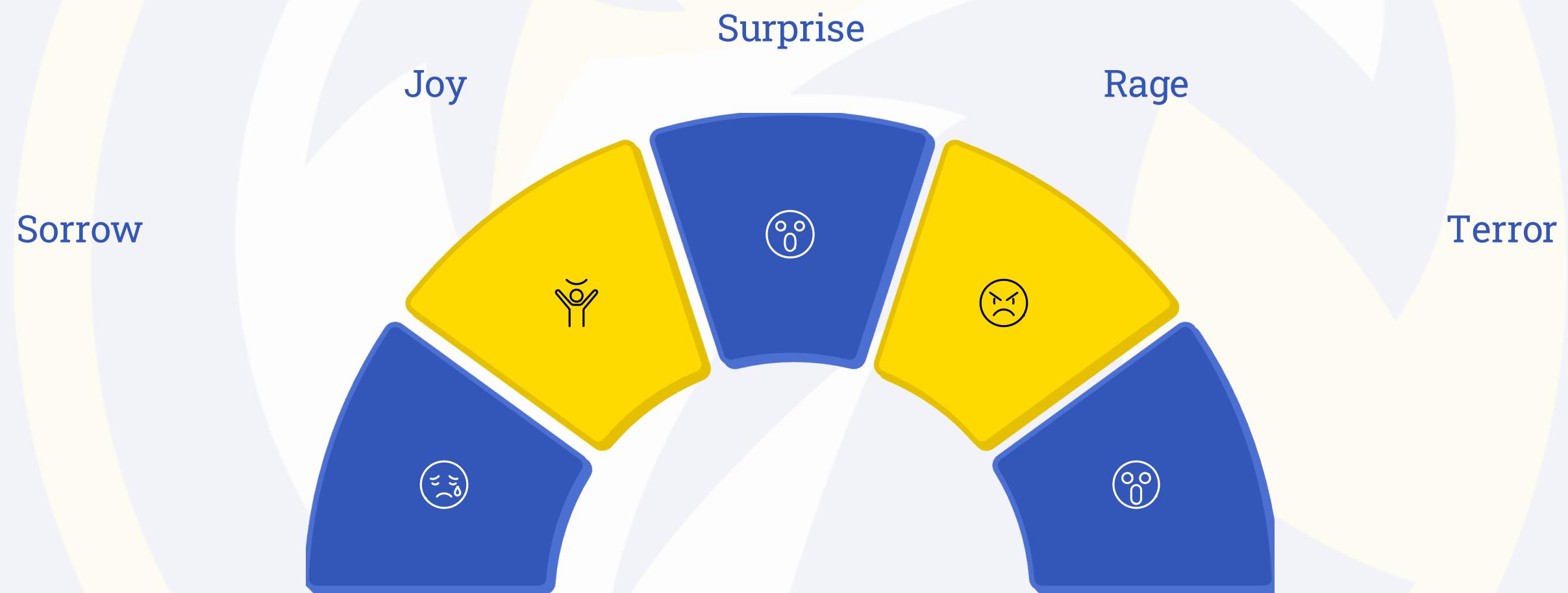
## Their Body Language

- 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

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Treat everyone with respect

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Give specific directions

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

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Maintain appropriate eye contact

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Use open-ended questions

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Keep sentences brief and clear

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Allow them to tell their story



# 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



## Cultural Understanding

Respect human and cultural diversity



## Self-Control

Remain calm and unbiased



## Know the Law

Understand your authority

# When Situations Escalate

Some situations may escalate to violence if not properly managed

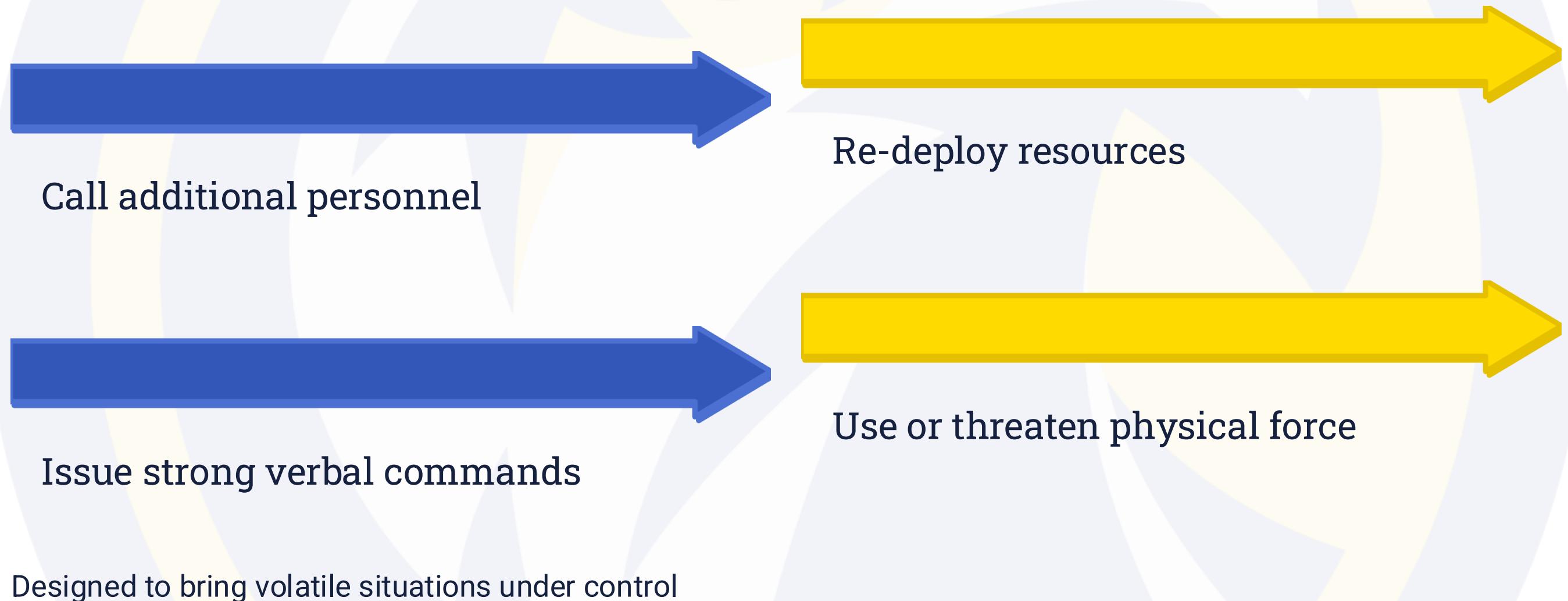
## Examples

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





# De-escalation Techniques





# 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?

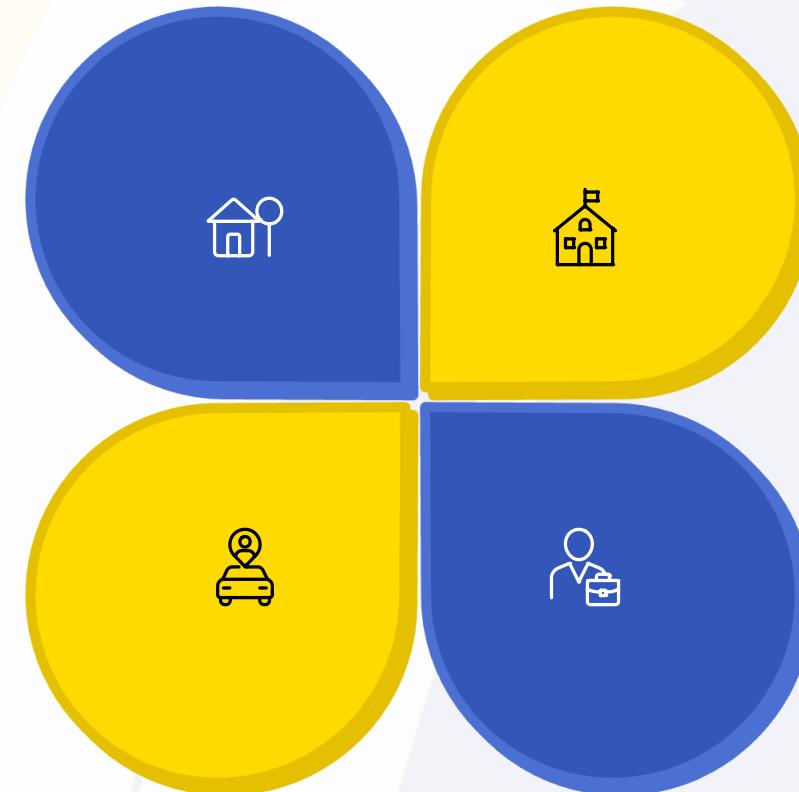




# What is Community?

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

Neighborhoods



Institutions

Residents

Businesses



# 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

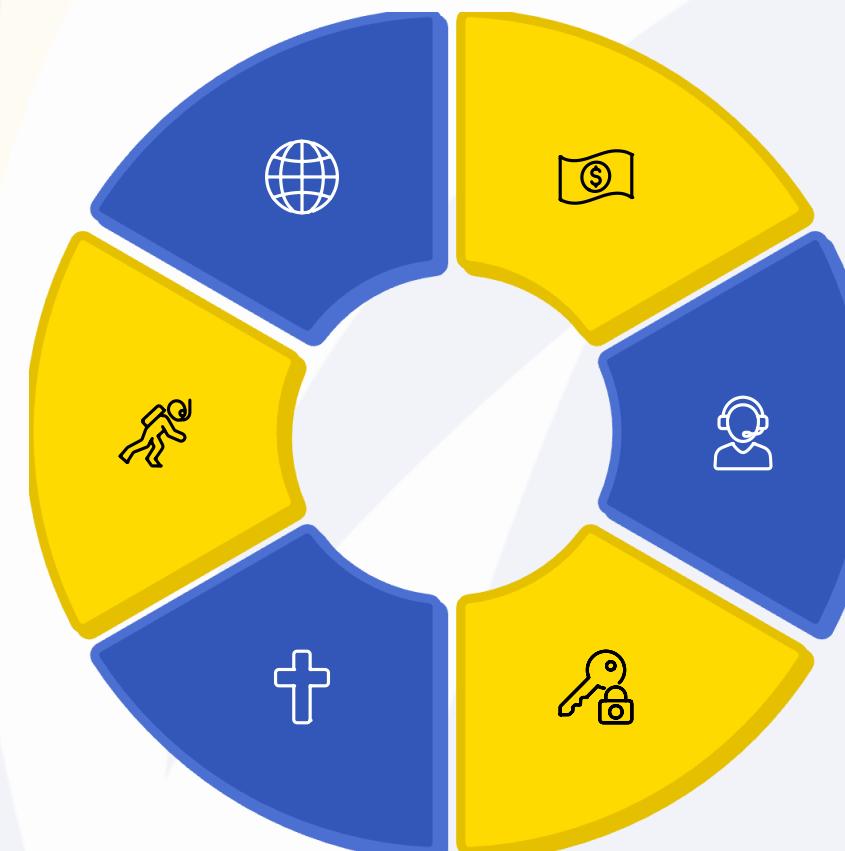
Orientations & Ideologies

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.

