

“Essential Communication Skills, Part 1”

Series S7 V2

**Objectives
Test Questions and Answers**

Advanced Law Enforcement Readiness Training

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OBJECTIVES

BLOCK _____

INSTRUCTOR _____

TIME ALLOCATED _____

DATE PREPARED _____ Prepared BY: ALERT

SYNOPSIS: Through lecture, class discussion, the showing of ALERT's informative video, field training sessions, role playing and the administering of the accompanying test, the instructor will be able to offer this course in "*Essential Communication Skills, Part I*"

Objectives:

1. Know that communication skills are among the most important skills that an officer can have
2. Know that communication skills play a role in criminal investigative effectiveness
3. Know that communication skills impact officer safety

INTRODUCTION

NOTES SHOW VIDEO

I. Interpersonal Communication Skills

- a. Most important skills a law enforcement officer can have
- b. Over 10,000 officers surveyed in the US and other countries say that communication skills are the most important skills for a law enforcement officer

II. Good communication skills play a part in criminal investigative effectiveness

- a. Better at catching crooks
- b. More likely to get consent
- c. More likely to take confessions
- d. More likely to achieve cooperation
- e. Better benefits in information flow

III. Communication skills have an effect on the officer directly

- a. Officer Safety
- b. Complaints and law suits
- c. Hassles

IV. Communication with victims and witnesses

- a. In large agencies, over 90% of the complaints about officers come from victims and witnesses
- b. The officer should give the victim the impression that they take the offense very personally – they cannot believe such an action has happened in their county.
 - i. Victims reach out to the one entity that is designed for their safety
 - ii. If the officer shows a robotic reaction, the victim will lash out at them, and redirect their anger to

DISCUSS EXAMPLES OF HOW TO REACT AND COMMUNICATE EMPATHY PROPERLY

**DISCUSS
DIFFERENT
CULTURES IN
YOUR
COMMUNITY**

- will lash out at them, and redirect their anger to them.
- iii. The victim should feel assured that the officer will work to right this wrong
- c. Officer should show empathy
 - i. Look at the situation through the victims eyes
 - ii. The tone and pace of the officer's voice should be used to convey empathy to the victim
 - iii. Do your victims justice
 - iv. Make a victim feel better and safer then when you arrived

V. Multicultural societies

- a. Different languages – very visible
- b. Cultural influences that lie beneath the surface – values, beliefs, norms, traditions handed down from generation to generation
- c. Behaviors come from an unwritten set of rules handed down
- d. Ethnocentrism (the belief that one culture is superior to others) leads to prejudice
- e. Open-mindedness – accepting and understanding cultural differences
- f. Understand the norms and values of different cultures
- g. No right or wrong, correct or incorrect, good or bad – only differences
- h. Lack of knowledge can cause misunderstandings – sometimes resulting in violence
- i. Raise the level of professionalism by learning about the cultures and properly displaying respect

TEST QUESTIONS

1. According to this video, communication skills are the most important skills an officer can have

TRUE

FALSE

2. Communication skills will not help your investigative effectiveness

TRUE

FALSE

3. Communication skills have no bearing on officer safety

TRUE

FALSE

4. Up to 90% of complaints against officers come from victims and witnesses

TRUE

FALSE

5. It is not a good idea for an officer to show empathy to a crime victim

TRUE

FALSE

6. Ethnocentrism is the belief that one culture is _____ to others

TEST ANSWERS

1. TRUE
2. FALSE
3. FALSE
4. TRUE
5. FALSE
6. SUPERIOR