

CCJ 3461 – Interpersonal Communications for Law Enforcement

Course Description:

An examination of the communication process and how it affects the relationship between the police and the people they serve. Pre-requisite: CCJ 1191 and SPC 1026

Course Competencies:

Competency 1: The student will apply his/her knowledge of the communication process by:

- a. defining the communication process
- b. identifying common blocks to effective communication
- c. describing the process of being non-judgmental
- d. discussing effective strategies to over-coming common blocks

Competency 2: The student will analyze how language affects our interactions with others by:

- a. identifying ways that language shapes the perception of others
- b. comparing and contrasting how language contributes to the formation of attitudes
- c. identifying police jargon and its effects

Competency 3: The student will apply the knowledge of effective listening skills by:

- a. identifying the common misconceptions about listening
- b. describing the four components of the listening process
- c. identifying the obstacles to effective listening
- d. discussing the characteristics of informal, evaluative, and empathetic listening

Competency 4: The student will demonstrate knowledge of organizational communication by:

- a. discussing the four basic interpersonal styles of communication using the Johari Window
- b. identifying the five types of organizational communication
- c. discussing the advantages and disadvantages of oral, written and electronic communications

- d. identifying basic differences in the styles of communication between men and women

Competency 5: The student will demonstrate knowledge of the effects of nonverbal communication by:

- a. identifying the four characteristics of nonverbal communication
- b. discussing the six functions that nonverbal communication can serve
- c. comparing and contrasting the differences between verbal and nonverbal communication
- d. discussing the importance of proxemics

Competency 6: The student will examine the emotional elements of interpersonal communications by:

- a. defining the terms emotion state and emotion trait
- b. identifying the physical sensations and facial expressions that accompany particular emotions
- c. examining how the suppression and/or the disclosure of feelings can affect the communication process
- d. comparing and contrasting emotional display rules pertaining to men and women

Competency 7: The student will apply knowledge of conflict resolution by:

- a. identifying the types and sources of conflict
- b. demonstrating methods for dealing with conflict
- c. explaining how power plays an important role in conflict
- d. understanding the effects of stress in conflicts

Competency 8: The student will demonstrate knowledge of perception and its effects on the communication process by:

- a. defining perception
- b. identifying how we limit what we perceive
- c. describing the ways in which past experience can influence perception
- d. identifying ways to increase the accuracy of one's perception

Competency 9: The student will demonstrate knowledge of disclosure issues pertaining to interpersonal communication by:

- a. identifying the content and relational dimensions of messages
- b. discussing the characteristics of disclosing and non-disclosing communication
- c. identifying the guidelines for appropriate self disclosure

- d. identifying counseling skills used in direct or indirect counseling

Competency 10: The student will apply the principles of cross cultural communication for law enforcement by:

- a. identifying language and cultural differences that could affect the communication process
- b. discussing attitudes and perceptions toward non-English or limited English speakers
- c. identifying high and low content communication