

# Course Competency

## CJK 0016 Communications

### Course Description

In this course students will learn to communicate effectively using empathy, courtesy, and professionalism while serving the community. The student will be able to understand the importance of self-talk and self-awareness in preparation for using the core communication competencies. For School of Justice students only. (24 contact hrs.)

Course Competency	Learning Outcomes
<b>Competency 1:</b> The student will discuss the fundamentals of communication by:	1. Communication 2. Information Literacy
1. Identifying Communication Basics 2. Discussing Verbal and Non-Verbal Communication 3. Demonstrating Conflict Resolution and De-escalation	
<b>Competency 2:</b> The student will discuss how to interact fairly and professionally with the diverse people in your community by:	1. Communication 2. Information Literacy
1. Describing community expectations for law enforcement 2. Explaining how professionalism helps you communicate effectively 3. Describe cultural influences that can affect interpersonal communications	
<b>Competency 3:</b> The student will demonstrate 10 core communication competencies by:	1. Communication 2. Information Literacy
1. Describing the 10 Core Communication Law Enforcement Competencies and how	

to use them	
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