



Course Description

CJE3574 | Interpersonal Communications for Law Enforcement | 3.00 credits

An examination of the communication process and how it affects the relationship between the police and the people they serve.

Course Competencies:

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

1. Defining the communication process
2. Identifying common blocks to effective communication
3. Describing the process of being non-judgmental
4. Discussing effective strategies to over-coming common blocks

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

1. Identifying ways that language shapes the perception of others
2. Comparing and contrasting how language contributes to the formation of attitudes
3. Identifying police jargon and its effects

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

1. Identifying the common misconceptions about listening
2. Describing the four components of the listening process
3. Identifying the obstacles to effective listening
4. Discussing the characteristics of informal, evaluative, and empathetic listening

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

1. Discussing the four basic interpersonal styles of communication using the Johari Window
2. Identifying the five types of organizational communication
3. Discussing the advantages and disadvantages of oral, written and electronic communications
4. 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:

1. Identifying the four characteristics of nonverbal communication
2. Discussing the six functions that nonverbal communication can serve
3. Comparing and contrasting the differences between verbal and nonverbal communication
4. Discussing the importance of proxemics

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

1. Defining the terms emotion state and emotion trait
2. Identifying the physical sensations and facial expressions that accompany emotions
3. Examining how the suppression and/or the disclosure of feelings can affect the communication process
4. Comparing and contrasting emotional display rules pertaining to men and women

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

1. Identifying the types and sources of conflict
2. Demonstrating methods for dealing with conflict
3. Explaining how power plays an important role in conflict

4. Understanding the effects of stress in conflicts

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

1. Defining perception
2. Identifying how we limit what we perceive
3. Describing the ways in which experience can influence perception
4. 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:

1. Identifying the content and relational dimensions of messages
2. discussing the characteristics of disclosing and non-disclosing communication
3. identifying the guidelines for appropriate self-disclosure
4. 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:

1. Identifying language and cultural differences that could affect the communication process
2. Discussing attitudes and perceptions toward non-English or limited English speakers
3. Identifying high and low context communication