

**Course Description****CJK0016 | Communications | 0.80 credits**

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.

Course Competencies:

Competency 1: The student will discuss the fundamentals of communication by:

1. Identifying Communication Basics
2. Discussing Verbal and Non-Verbal Communication
3. Demonstrating Conflict Resolution and De-escalation

Competency 2: The student will discuss how to interact fairly and professionally with the diverse people in your community by:

1. Describing community expectations for law enforcement
2. Explaining how professionalism helps you communicate effectively
3. Describe cultural influences that can affect interpersonal communications

Competency 3: The student will demonstrate 10 core communication competencies by:

1. Describing the 10 Core Communication Law Enforcement Competencies and how to use them

Learning Outcomes:

- Communicate effectively using listening, speaking, reading, and writing skills
- Formulate strategies to locate, evaluate, and apply information