



Course Description

CJK0306 | Communications for Correctional Officers | 32 hours/ 1.07 credits

This course develops essential communication skills needed in correctional environments. Students learn effective verbal and non-verbal communication techniques, conflict resolution strategies, professional documentation methods, and appropriate interaction protocols with inmates, colleagues, and external agencies.

Course Competencies:

Competency 1: The student will demonstrate effective verbal communication techniques in correctional environments by:

1. Utilizing clear and professional language when interacting with inmates, staff, and external personnel
2. Implementing active listening strategies to gather accurate information and assess situations
3. Applying appropriate tone and volume modulation to maintain control and convey authority
4. Demonstrating questioning techniques that elicit truthful and complete responses
5. Practicing de-escalation verbal strategies to reduce tension and prevent conflicts

Competency 2: The student will employ non-verbal communication skills essential for correctional settings by:

1. Interpreting body language, facial expressions, and behavioral cues to assess potential risks
2. Maintaining appropriate posture and positioning to project confidence and authority
3. Using deliberate gestures and movements to communicate directives clearly
4. Recognizing non-verbal indicators of deception, aggression, or mental health concerns

Competency 3: The student will apply conflict resolution strategies appropriate for correctional facilities by:

1. Identifying early warning signs of potential confrontations between individuals or groups
2. Implementing mediation techniques to address disputes before they escalate
3. Utilizing negotiation skills to reach mutually acceptable resolutions
4. Applying crisis communication methods during high-stress situations
5. Documenting conflict resolution processes and outcomes accurately

Competency 4: The student will create professional documentation and maintain appropriate interaction protocols by:

1. Composing clear, concise, and legally sound written reports and communications
2. Following established protocols for communicating with supervisors, colleagues, and external agencies
3. Maintaining confidentiality standards while sharing necessary information with authorized personnel
4. Adapting communication styles to match the audience and situational requirements

Learning Outcomes:

- Communicate effectively using listening, speaking, reading, and writing skills
- Solve problems using critical and creative thinking and scientific reasoning
- Formulate strategies to locate, evaluate, and apply information