

DPO Core Training

Topic: **3.0 COMMUNICATION**

Instructional Time: 12-hours

CLASS #3.1: INTERPERSONAL COMMUNICATION

Instructional Time: 4 hours

OBJECTIVES:

3.1.2 Identify the steps of active listening. (MCT)

3.1.3 Given a scenario where there is an impactful emotional situation, demonstrate active listening skills. (BST)

TRAINING NOTES:

3.1.A Identify why it is important to respond courteously and professionally to incoming calls and/or questions from the public.

3.1.B Identify the difference between empathy and sympathy.

CLASS #3.2: CRISIS COMMUNICATION AND DE-ESCALATION

Instructional Time: 4 hours

OBJECTIVES:

3.2.1 Identify stress-provoking situations that may precede crises. (MCT)

3.2.2 Given a list of behaviors, identify those that indicate an offender is in crisis. (MCT)

3.2.3 Identify ways to verbally intervene in a situation that is beginning to escalate. (MCT)

3.2.4 Identify intervention techniques used by officers to de-escalate tension (best practices). (MCT)

3.2.5 Given a description of a crisis where one or more persons is emotionally upset, identify appropriate response by the officer. (MCT)

3.2.6 Given a scenario involving a disturbance with an offender, identify the appropriate response. (MCT)

3.2.7 Given a scenario in which there is an escalation of tension, demonstrate the effective use of communication skills to de-escalate tension. (BST)

3.2.8 Identify how to communicate with victims of sexual abuse. (MCT)

CLASS #3.3: EFFECTIVE COMMUNICATION

Instructional Time: 3 hours

OBJECTIVES:

3.3.1 Identify effective ways to give commands to offenders. (MCT)

3.3.2 Identify methods for speaking to an offender who is not complying with commands. (MCT)

3.3.3 Identify potential non-verbal cues and their possible meaning. (MCT)

3.3.4 Identify the types of offender behaviors that can be prevented or mitigated through effective interpersonal communication. (MCT)

3.3.5 Identify privacy implications related to answering questions or otherwise divulging information about offenders. (MCT)

3.3.6 Identify potential problems related to communicating with fellow officers in the presence of offenders. (MCT)

3.3.7 Given an offender scenario, demonstrate effective communication when giving instructions to the offender. (BST)

TRAINING NOTES:

3.3.A Identify steps to take when there is a communication barrier (e.g., language, hearing impaired, etc.).

CLASS #3.4: MOTIVATIONAL INTERVIEWING

Instructional Time: 1 hours

OBJECTIVES:

3.4.1 Define motivational interviewing. (MCT)

3.4.2 Identify the importance of motivational interviewing as an effective technique. (MCT)

