Deputy Probation Officer Core Training

Topic 3.0: Communication
Class 3.1: Interpersonal Communication
Instructional Time – 4 hours

1. Welcome and Introductions
2. Classroom Expectations
3. Objectives
   a. Identify the purpose of active listening skills.
   b. Identify the steps of active listening.
   c. Given a scenario where there is an impactful emotional situation, demonstrate active listening skills.
4. What is Interpersonal Communication?
   a. Interpersonal communication in the workplace
5. Basic Interpersonal Communication Skills
   a. Types of interpersonal communication skills
   b. Methods used in the workplace
   c. How interpersonal communication can fail
6. Problems Affect the Context of the Communication
7. Reflective Listening Skills
8. Exercise: Practicing Communication
9. Active Listening
   a. Video
   b. Steps in Active Listening
10. Tone of Voice
    a. Video on Tone of Voice
    b. Important reminders on tone of voice
11. Non-Verbal Communication
    a. Video
12. Active Listening
    a. Exercise in Active Listening
13. Summary of Interpersonal Communication
14. Inspirational Video: Communication
15. Evaluations / Questions / Comments