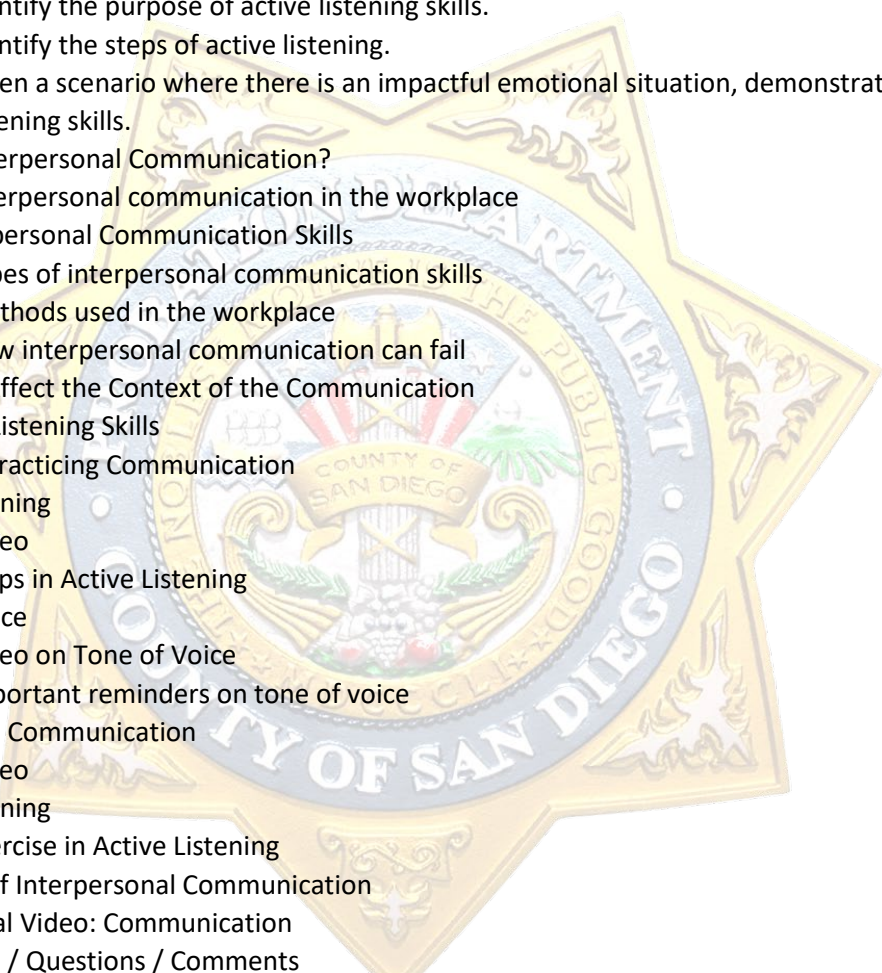


Deputy Probation Officer Core Training

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
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- The seal of the County of San Diego Department of Public Safety is a large, semi-transparent watermark in the background. It features a central shield with a sun, a banner that reads 'COUNTY OF SAN DIEGO', and a scale of justice. The shield is surrounded by a circular border with the text 'DEPARTMENT OF PUBLIC SAFETY' and 'COUNTY OF SAN DIEGO'. The entire seal is set within a larger, ornate star-shaped border.