

Deputy Probation Officer Core Training

Topic 3.0: Communication

Class 3.3: Effective Communication

Instructional Time – 3 hours

1. Welcome and Introductions
 2. Classroom Expectations
 3. Objectives
 - a. Identify effective ways to give commands to offenders.
 - b. Identify methods for speaking to an offender who is not complying with commands.
 - c. Identify potential non-verbal cues and their possible meaning.
 - d. Identify the types of offender behaviors that can be prevented or mitigated through effective interpersonal communication.
 - e. Identify privacy implications related to answering questions or otherwise divulging information about offenders.
 - f. Identify potential problems related to communicating with fellow officers in the presence of offenders.
 - g. Given an offender scenario, demonstrate effective communication when giving instructions to the offender.
 4. Effective Communication Skills
 5. Listening Skills (for Effective Communication)
 6. Communication Challenges
 7. Disinterest vs. Interest
 8. Redirecting Communication
 9. Non-Verbal Communication
 10. Empathize / Paraphrase / Summarize
 11. How to Handle Non-Compliance / Interventions
 12. Privacy / Confidentiality
 13. Barriers to Communication
 - a. Overcoming those barriers
 14. Questions / Closing / Review / Evaluations
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- The seal of the County of San Diego is a large, faint watermark in the background. It features a central shield with a sun, a ship, and a banner. The shield is surrounded by a circular border with the text 'COUNTY OF SAN DIEGO' and '1850'. The seal is set against a gold, star-shaped background.