



Effective Communication

Lesson 3.3

San Diego County Probation

CLASSROOM EXPECTATIONS

- ▶ Be on time when returning from breaks
- ▶ Turn off or put your cell phone on silent mode while in training
- ▶ Be open minded and respectful
- ▶ Avoid disruptive behaviors
 - ▶ Cell phone
 - ▶ Side conversations

Class Objectives

- ▶ 3.3.1 Identify effective ways to give commands to youth/clients. (MCT)
- ▶ 3.3.2 Identify methods for speaking to a youth/client 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 youth/client 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 youth/clients. (MCT)
- ▶ 3.3.6 Identify potential problems related to communicating with fellow officers in the presence of youth/clients. (MCT)
- ▶ 3.3.7 Given a youth/client scenario, demonstrate effective communication when giving instructions to the youth/client. (BST)

San Diego County Probation

Basic Effective Communication Skills

- ▶ Plan and Prepare
- ▶ Know your Audience
- ▶ Use Body Language Effectively
- ▶ Set a Good Tone and Speaking Pace
- ▶ Practice

San Diego County Probation

What is Effective Communication?



San Diego County Probation

Listening Skills for Effective Communication

- ▶ Focus on the speaker
- ▶ Understand the emotions being communicated
- ▶ Look for non-verbal cues-tone, volume, body language
- ▶ Take advantage of your physical abilities
- ▶ Listen with your ear
- ▶ Stand straight with your chin down
- ▶ Lean or tilt your head towards the speaker
- ▶ Do not interrupt

San Diego County Probation

Challenges on How We Communicate with our Youth/Clients



Principles Of Disinterest

- ▶ Always Keep a Professional Face
- ▶ Always Treat Others as You Would Want To Be Treated ... Under Identical Circumstances
- ▶ Never Inflate People with Adrenaline
- ▶ Flexibility is Strength - Rigidity Weakness
- ▶ Redirect Rather Than Resist

San Diego County Probation



Show Interest

- ▶ Smile
- ▶ Ask good follow-up questions
- ▶ Pay attention to body language
- ▶ Don't be distracted by other people, your phone, etc
- ▶ Maintain eye contact



Redirect- the “but” should focus on the professional goal at hand

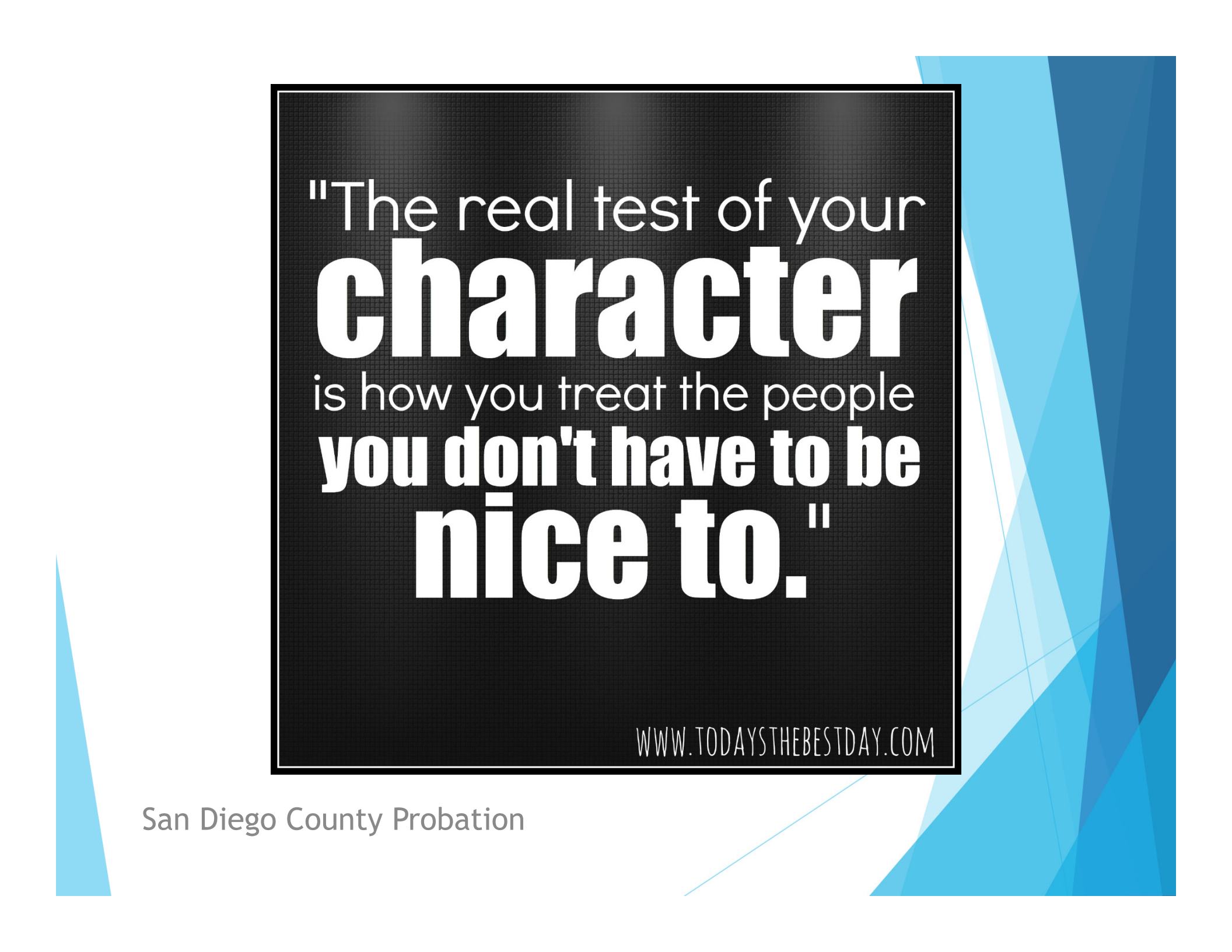
- ▶ “I appreciate that, but ...” “Oh, yes, but ...”
- ▶ “I understand that, but...” “Bad data, but...”
- ▶ “I hear that, but...” “Hadn’t thought about that but...”
- ▶ “I got that, but ...” “It’s that way but...”
- ▶ “I’m sorry you feel that way, but ...”

Why do it this way?

1. *Makes you feel good.*
2. *Springboard focus technique*
3. *Disempowers the other*
4. *Sounds good*

San Diego County Probation





"The real test of your
character
is how you treat the people
**you don't have to be
nice to."**

WWW.TODAYSTHEBESTDAY.COM

San Diego County Probation



THOUGHT FOR THE DAY
Be nice to people.

San Diego County Probation

Non-Verbal Communication



San Diego County Probation

Engage in Active Supervision

- ▶ Monitor
- ▶ Interact
- ▶ Correct inappropriate behavior and reinforce appropriate behavior



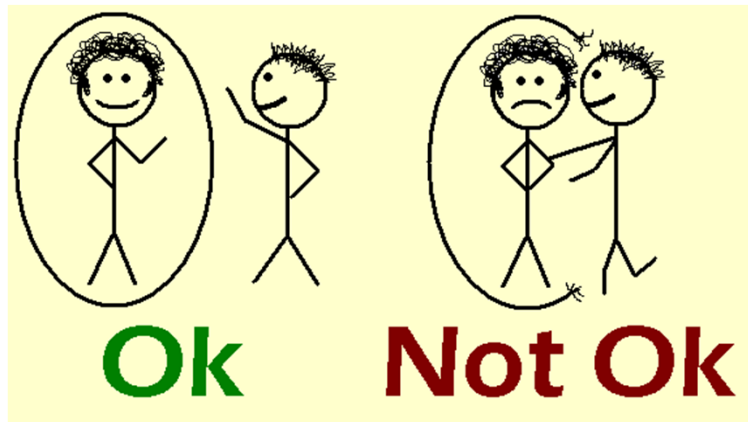
San Diego County Probation

Proxemics:

Proxemics is the amount of space that people feel it necessary to set between themselves and others.

Be mindful of proxemics when working with our population by:

- ▶ Remaining Alert
- ▶ Control of Distance
- ▶ Personal Danger Zone
- ▶ Relative Positioning
- ▶ Contact Cover
- ▶ Multiple Subjects
- ▶ Cutting Herd Tactics (Divide & Control)



San Diego County Probation



L.E.A.P.S.



San Diego County Probation

Listen

- ▶ What is the opposite of listening?
- ▶ How do we become better at listening?
- ▶ How would you rate yourself?
- ▶ How would your significant other or your family rate you?

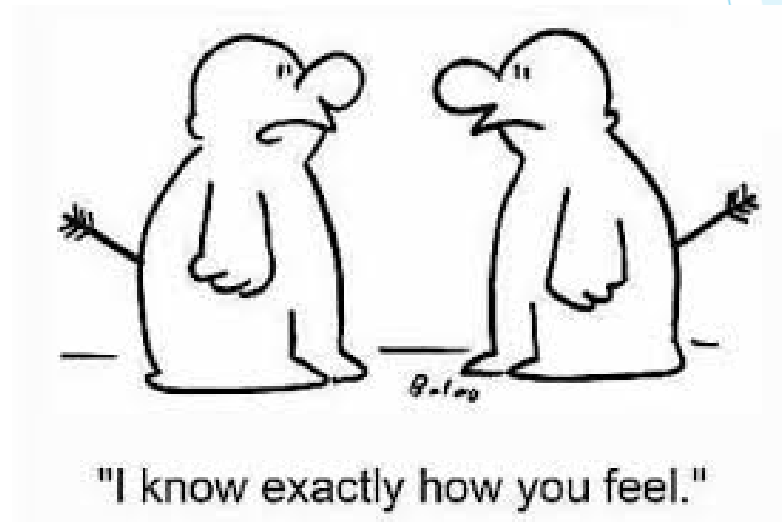
sometimes
we forget
to
listen...



San Diego County Probation

Empathize

- ▶ To see through others' eyes
- ▶ Construct a verbal means to relate to the subject
- ▶ You do not have to agree ... simply understand the other's perspective



Ask

- ▶ Ask (five types of questions)
 - ▶ Fact finding - who, what, where, when, why and how
 - ▶ General - “what’s the matter,” “what happened”
 - ▶ Direct - yes and no
 - ▶ Leading - good for summarizing
 - ▶ Options seeking - why do you think?



**JUST
ASK**

Paraphrase

- ▶ Paraphrase - the sword of interruption
- ▶ “Let me be sure that I understand what you just said.”
- ▶ His meaning dressed in your words so that you can understand it.
- ▶ “You’re feeling ____ because of _____. True?”



Summarize

- ▶ Creates decisiveness and authority
- ▶ Reconnects communication when temporarily interrupted.
- ▶ Checks on understanding.
- ▶ Improves memory retention.
- ▶ Be brief, clear and decisive in tone.

Summarize it!

Effective Strategies to Give Commands to Youth/Clients

- ▶ Only give as many commands as needed
- ▶ Obtain attention and eye contact
- ▶ Deliver one directive or command at a time
- ▶ Use clear, concise and specific language
- ▶ Allow them time to comply
- ▶ Give direction from a safe distance
- ▶ Do not yell, plead or threaten
- ▶ Reinforce compliance
- ▶ Be cognizant of the intellectual level of your youth/clients

San Diego County Probation

Understanding Non-Compliance

- ▶ Passive
- ▶ Simple refusal
- ▶ Direct Defiance
- ▶ Negotiation



San Diego County Probation

Methods for Speaking to a Youth/Client Who is not Complying With Commands

- ▶ Offer choices
- ▶ Phrase your command as a statement and not a question
- ▶ Be prepared to follow through if they don't comply
- ▶ When they do comply, PRAISE them

San Diego County Probation



Ethical Interventions

- ▶ Professional - Pre-Incident Prevention
 - Raise/Maintain Personal Ethical Presence
 - Performance of your Personal Ethical Presence
 - Impacted other officers by your Personal Ethical Presence
- ▶ Direct -Contact Officer Override
 - Level One: Vocal
 - Level Two: Positioning
 - Level Three: Physical
- ▶ Delayed - Post Incident Remedies
 - Make an Apology, when and if appropriate
 - Debrief Incident - Improve Future Behavior
 - Supervisor Notification/Report Writing

San Diego County Probation

Types of Youth/Client Behaviors That can be Prevented or Mitigated Through Effective Communication





San Diego County Probation

5 Steps

- ▶ 1. Ask
- ▶ 2. Set the context - Why
- ▶ 3. Options: Positive first, negative second
- ▶ 4. Confirmation: “Is there anything I can say at this time to gain your voluntary compliance? I’d like to think so. I’d like to think you’d work with me.”
- ▶ 5. Act

San Diego County Probation

Privacy Implications Related to Answering Questions or Otherwise Divulging Information About Youth/Clients



Potential Problems Related to Communicating with Fellow Officers in the Presence Youth/Clients



San Diego County Probation

Demonstrate Effective Communication When Giving Instructions to the Youth/Client



The effective communication checklist



The goal is to develop trust

Trust is the foundation of all good relationships and friendships. Trust in other team members is the cornerstone of high performance within the team.



Learn to listen

We all have two ears and one mouth – use them accordingly.



Seek to understand the other person's point of view

What is their goal?



Focus your communication on the goal

Don't focus on problems or obstacles, focus on solutions to overcome them.



Make communication a top priority

Set goals and take action to improve your communication.



Handle conflict immediately

Use differing opinions as stepping stones to clearer communication.
Resolve conflict early and constructively.

San Diego County Probation

Steps to Take When There is a Communication Barrier

- ▶ Physical/Environmental
- ▶ Physiological
- ▶ Perceptual
- ▶ Emotional/Psychological
- ▶ Semantic/Language
- ▶ Organization/Systematic Barrier
- ▶ Cultural
- ▶ Personal

San Diego County Probation

Barriers to Effective Communication

- Lack of Honesty (lying)
- Credibility gap
- Language
- Emotions
- Listening Habits
- Lack of Feedback
- Perception
- Information Medium

Overcoming Barriers to Effective Communication

- Thinking First
- Use Feedback
- Tailor Language to the receiver
- Listen actively
- Constrain Emotions
- Watch Nonverbal Cues

Officer Needs Assistance

San Diego County Probation

5 TIMES WHEN WORDS FAIL

S - SECURITY

A - ATTACK

F - FLIGHT

E - EXCESSIVE REPETITION

R - REVISED PRIORITIES

San Diego County Probation



MAKE AN IMPACT

BY BEN LIONEL SCOTT

San Diego County Probation



THANK
YOU!



San Diego County Probation