

Class: Principles of Active Communication

Instructional time – 4 hours

1. Welcome and Introductions
2. Objectives
  - a. Students will learn skills that will allow them to enhance professionalism through communication.
  - b. Staff will be able to incorporate skills learned in this class to counsel clients.
  - c. Promote officer safety by learning and integrating skills and strategies related to decision-making, crisis recognition, principles of active communication, and safety tactics.
3. SB1143
4. Cultural Sensitivity
5. Goals of Probation
6. Decision Making
  - a. Decision Making Model
    - i. Steps
7. Crises Recognition and Response
8. The Contact Professional
9. Steps in Active Listening
10. Voice
11. Review / Closing / Evaluations

