

<b>Course Summary:</b>	This course will aid in developing practical communication skills. Trainees will discover how to use their basic interpersonal communication skills, including verbal and non-verbal communication, active listening skills and effective cross cultural communication to better serve the public.
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<b>Performance Objectives:</b>
A) Identify situations where verbal skills are essential. B) Identify the principles of communication process and model. C) Explain the importance of increasing listening skills in order to avoid miscommunication. D) Explain how to communicate effectively with diverse cultural groups.

<b>Course Outline</b>				
Day	Time Begin (24 Hour)	Time End (24 Hour)	Subject or Topic	Instructional Methodology
1	0800	1000	Introduction. Positive communication for peace officers, "police work", reasons we communicate, positive peace officer communication, professional communication, adapt to change, you are what you expect to be, and "WIIFM" What's in it for me?	Lecture Group Discussion
1	1000	1200	Communication process, communication model, sizing up the situation, positioning, posturing, observing, listening, respond to content, barriers to communication, and dysfunctional communicators.	Lecture Group Discussion Audio/Video Clip
1	1200	1300	Lunch	
1	1300	1500	Stumbling blocks to intercultural communication, characteristics of effective cross-cultural interveners, achieving communication free of racial or ethnic bias, when words fail, professional & personal face, force options, control tools, pace, cultural factors, 3 types of personalities, handling verbal abuse, benefits of "trained" response, art of translation, art of mediation, elements of communication, tactical communication techniques, 8 step car stop.	Lecture Group Discussion
1	1500	1700	Positive public contact, principles & practices, suggestions to help, problem solving suggestions, management issues, burned-out & bored? would you buy a car? reading responses, expression & light in the eyes, evaluate facial markings, deviant behavior, better than body language. Summary, feedback & evaluations.	Lecture Group Discussion Evaluation