

**CORONA POLICE DEPARTMENT
INTERPERSONAL COMMUNICATIONS (PSP)
EXPANDED COURSE OUTLINE**

I. INTRODUCTION

- A. Registration
- B. Course Overview
- C. Course Goals
 - 1. Officer Safety
 - 2. Enhanced professionalism
 - 3. Decrease complaints
 - 4. Lessen personal stress
- D. Course Objectives

II. COMMUNICATION ELEMENTS

IV(d)

- A. Content: 7-10 percent have little power to persuade or convince.
- B. Voice: 33-40 percent
 - 1. Tone/Attitude: 90 percent of complaints in the PO are tone related.
- C. Other Non-Verbal: 50-60 percent presence.

III. INAPPROPRIATE COMMUNICATION

IV(g)

- A. How you feel about someone has nothing to do with your job.
- B. You must know your own weaknesses.
- C. Never use words which rise readily to your lips.
 - a. You are a PEACE OFFICER- Where you go, there should always be PEACE.
- E. The art of representation- Power Principle.
 - 1. As ego goes up, power and safety go DOWN.
 - 2. As ego goes away, power and safety RISE.
 - 3. You must DISAPPEAR to have influence over others.

IV. LISTENING SKILLS

IV(c)

- A. The opposite of talking should be listening.
- B. Seek first to understand and then to be understood.
- C. What is active listening?
 - 1. Listen for motives, values and emotions.
- D. How to listen.

V. PERSUASION

IV(f)

- A. Practical
- B. Personal
- C. Rational
- D. Ethical

VI. DEALING WITH DIFFICULT/DOMINATING PEOPLE

IV(e)

- A. Three types of people
 - 1. Nice - cooperate the first time
 - 2. Difficult - 9 out of 10 will cooperate after the third and fourth time.
 - 3. Non-Truthful (backstabber)

- B. Deflectors - How to handle verbal abuse
 - 1. I appreciate that, but. ..
 - 2. I understand that, but. ..
 - 3. I can see you are upset, however. ..
- C. Three principles
 - 1. Say what you want, DO what I say.
 - 2. I have the last ACT: You have the last word
 - 3. RE-spect vs. Respect
- D. Separate attitude from behavior
 - 1. Focus only on behavior

VII. INTERPERSONAL- OFFICER TO OFFICER/SUSPECT/CITIZEN

IV(b)

- A. Tactical Empathy
 - 1. The way I see the problem
 - 2. The way you see the problem
 - 3. The way I see the problem through you
- B. How would you want your family member treated?

VIII. CLASS EXERCISE!TESTING/REMEDIATION

IV(a)

- A. Class exercise- students' role playing with difficult people.
- B. Written test