

**Course Objectives/Course Outline**  
**Spokane Community College**

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**Course Title:** Human Relations  
**Prefix and Course Number:** CJ 209

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**Course Learning Outcomes:**

**By the end of this course, a student should be able to:**

- Gain understanding of the main types of communication skills utilized in developing human relations for police work.
- Learn the importance of coping skills and support systems.
- Understand how to incorporate good communication skills to reduce stress.

**Course Outline:**

I. Overview

- A. Human relations in the context of communication skills
- B. Personality traits
- C. Examine the difference between facts and assumptions
- D. Learn the communication model
- E. Improve their listening skills
- F. Examine non-verbal communication
- G. Learn basic and advanced communication skills
- H. Discuss critical incidents, stress, and health issues related to human relations

II. Ice Breakers

- A. Toyota Jump
- B. Crosses Fingers

III. Communication Skills

- A. Peer introductions
- B. Define communication
- C. Personality traits as they help or hinder communication
- D. Facts and assumptions about communication
- E. Communication model and its problems
- F. Listening skills
- G. Non-verbal communication

IV. Communication Definition

- A. The act of sharing, to impart, to participate
- B. Learned skill
- C. Nothing new different perspective
- D. Natural abilities and personality traits help
- E. Practice (of skills) makes perfect

V. Facts versus Assumptions about Communication

- F. Assumption: People know how to communicate
- G. Fact: it is a learned skill
- H. Assumption: most of us have an accurate perception about how we come across as communicators.
- I. Fact: we believe we are better communicators than we actually are
- J. Assumption: You can't really change how you communicate
- K. Fact: It is a learned skill. With training, you can improve how you communicate.

- VI. The Beginning: communicating with Yourself: Personality Traits
  - A. No value judgments
  - B. Introverts and extroverts
  - C. Know your personality
  - D. How does personality affect communication?
  - E. What type of personality are we communicating with?
  - F. Complimentary personality traits
  - G. Affirmations
- VII. Communication Model
  - H. The communicator
  - I. The message
  - J. The channel
  - K. The receiver
- VIII. Problems in the Communication Model: Communicator
  - I. Not specific enough
  - J. Loaded words
  - K. Assumptions
  - L. Emotions
  - M. Jargon
  - N. Inappropriate non-verbal messages
- IX. Message
  - A. Encoded wrong
  - B. Too long
  - C. Too short
- X. Channel
  - A. Wrong choice of channel
- XI. Receiver
  - A. Doesn't listen
  - B. Assumptions
  - C. Emotions
  - D. Inadequate feedback
  - E. Inappropriate non-verbal behavior
- XII. Listening Skills
  - A. Most people believe they are effective listeners
  - B. Difference between listening and hearing
  - C. Hearing is physiological/listening is psychological
  - D. Key to Effective listening is the paraphrase
    - 1. Feedback in your own words
    - 2. Requires an "I" message
- XIII. Non-Verbal Communication
  - A. 90% of communication is non-verbal
  - B. Primary things we communicate:
    - 1. Attitude
    - 2. Emotion
    - 3. Power
    - 4. Status
    - 5. Responsiveness
    - 6. Deception
    - 7. Relaxation
  - C. Non-Verbal Types
    - 1. Setting: place, design, history, and barriers

2. Proxemics: stance, space, and elevation
  3. Posture: leaning, slumping, sitting, and slouching
  4. Dress: uniforms, formal, casual, provocative
  5. Vocals: volume, tone, inflection, and cadence
  6. Gestures: arms, hands, fingers, meaning
  7. Facial: mouth, eyes, eye brows
  8. Touch: mutual experience, power relationship
- D. Discrepancy between verbal and non-verbal
1. What do we believe?
  2. Believe what we see, not what is said
  3. Different cultures and non-verbal behavior
  4. Judgments based on non-verbal behavior
  5. Aware of your non-verbal behavior while in uniform
  6. Non-verbal things officers communicate to the public
  7. Congruence of non-verbal behaviors with mind state
  8. Awareness and self-correction
- XIV. Communicating with Significant Others
- A. Who are significant others?
  - B. Relationships require commitment and work
  - C. Where do you find relationship training?
  - D. Criticism is futile/sincerity vs. flattery
- XV. Communication with Peers & Supervisors
- A. When are good ideas fruitful?
  - B. Boss as a rookie sincerity vs brown nosing
  - C. Other focusing
  - D. Solving problems at the lowest level
  - E. Rumor control
- XVI. Communication With Others
- A. Citizens, Witness, suspects, Victims
  - B. People react defensively or supportively
  - C. Defensiveness breeds defensiveness
  - D. Supportiveness breeds supportiveness
  - E. Examples:
    1. Defensive: judgment, judgmental perspective, behaviors, statements
    2. Supportive: Descriptive, objective perspective, behaviors, statements
    3. Control: command, dictate
    4. Problem orientation: cooperate, seek solution
    5. Strategy: manipulate, trick
    6. Spontaneity: honest, casual
    7. Neutrality: not personally involved
    8. Empathy: concerned, caring attitude
    9. Superiority: see self as powerful
    10. Equality: see self as equal to others
    11. Rigidity: uncompromising
    12. Flexibility: open to change
- F. Gender Differences:
1. Men: like watching objects space and shape. More acute hand-eye coordination. Short-term pain threshold. Sensitive to salty tastes. Store information in logical sequence. Self-esteem equals achievements. "Women try to change us." Listen for literal meaning.

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Talk facts & how things work. Convey information preserve independence. Retreat to cope with stress.

2. Women: interested in people/faces. Master languages quickly. Better sense of rhythm. Long-term pain threshold. Sensitive to sweet/sour. Store random/detailed way. Self-esteem=relationships. "Men don't listen to us." Listen for relationship cues. Perceive this as lecturing. Convey emotion. Maintain intimacy. Talk to cope with stress.

XVII. Advanced or Tactical Communication: Tactical Assumptions

- A. Physical power is an officer's best weapon
- B. Citizens expect officers to use power tactics
- C. Citizens do not like or trust police officers
- D. Fear works more effectively than kindness
- E. Citizens will always resist an officer in some manner
- F. How they are dressed or how they look expresses a citizen's attitude or character
- G. People are basically corrupt
- H. Street people are not open to verbal persuasion
- I. Officers distrust words as an effective power tactic

XVIII. Tactical objectives

- A. Learn the tools to obtain voluntary compliance
- B. Display command presence
- C. Use your voice and words as powerful tools
- D. Learn two elements of control
- E. Examine the principles of disinterest
- F. Apply tactics to victims, witness, and suspects

XIX. Tactical Communications

- A. Voluntary Compliance-What is it?
- B. To have a subject act in accordance with our request
- C. We want people to freely comply
- D. Be flexible, open and disinterested

XX. Voluntary Compliance

- A. The most powerful force option is words
- B. Your voice and your command presence
- C. Command Presence
- D. How you arrive
- E. How you act during the interaction and how you close
- F. How you present yourself
- G. Are you professional
- H. Your message is communicated by body language
- I. Your self-image will reflect through body language
- J. Thinking strategically
- K. Unique pressures
- L. Establish credibility
- M. Do you have clear role identity?
- N. How aware are you of the sound of your own voice?
- O. How do you control your voice qualities?
- P. Words are important too

XXI. Benefits of Voluntary Compliance

- A. Decreased injuries
- B. Decreased internal affair complaints
- C. Decreased paperwork

- D. Decreased liability to officer and department
- E. Enhanced professional appearance
- F. Who do we want to verbally comply?
- XXII. Tools to Gain Voluntary Compliance
  - A. Listening is an active process
  - B. Empathy is the principle of reassurance
  - C. Ask strategic questions
  - D. Paraphrase is one of the most powerful tools available
- XXIII. Principles of Disinterest
  - A. Maintain patience
  - B. Tell people why you are there
  - C. Look at every situation
  - D. Don't tell them they are unreasonable
  - E. Create and maintain continuous rapport
  - F. Check yourself for biases and prejudices
  - G. Being flexible is strength
  - H. Look through the other person's eyes
  - I. Treat others as you would like to be treated
  - J. Give positive feedback
  - K. Treat everyone fairly
- XXIV. Force Continuum
  - A. Presence: stance, posture, authority, dress, power
  - B. Dialogue: persuasion, control, and direction
  - C. Control: holds, escort, compliance, resistance
  - D. Impact weapon: warn, present, draw, feint, strike
  - E. Firearms: warn, present, point, shoot
- XXV. Tactical Communication Steps
  - A. Seven Step Contact:
    - 1. Greeting: "hello" or "good morning", etc.
    - 2. Introduction: "I'm Officer Prim, with the SPD"
    - 3. Reason: "I observed you..."
    - 4. Justification: "...is there any justification for you..."
    - 5. Ask: driver's license, registration, insurance docs.
    - 6. Decision: what action will you take, and implement
    - 7. Close: "thank you for your cooperation"
  - B. Five Step Contact-Non-Compliance
    - 1. Ask: same as above but not cooperation
    - 2. Context: required to produce documents by state law
    - 3. Options: negative option first, positive option second
    - 4. Confirm: "is there anything I can do/say....mind"
    - 5. Act: arrest, etc. give no further options
  - C. Tactical Communications
    - 1. Exceptions:
      - a. Flight
      - b. Attack
      - c. Security
      - d. Revised Priorities
      - e. Excessive Repetitions
- XXVI. Communication Across Cultures
  - A. Culture is:
    - 1. A dynamic, continuous, and cumulative process

2. Learned and shared by a group of people
3. Consists of values and behaviors exhibited by people
4. Creative and meaningful to our lives
5. Guides people in their thinking, feeling, and acting
6. Symbolically represented through language

B. Culture is not:

1. Materials, artifacts, music, dance, etc.
2. Traits, facts, heritage, class, or status
3. Biological traits such as race

XXVII. Cultural Considerations

- A. Conventions of courtesy: vary by culture avoid assumptions based on one interaction
- B. Sequencing: how information is arranged varies by culture
- C. Phrasing: how and when business is discussed varies
- D. Objectivity: trust factor affects communication
- E. Specificity: starting with specifics is American, other cultures may start with generalities
- F. Assertiveness: can seem aggressive or rude
- G. Candor: Americans value candor, other cultures may value courtesy, sensitivity, or "saving face"
- H. Accents: affect perceptions, what's the reality?
- I. Telephone: should not replace personal contacts, and does not transmit non-verbal behavior (phone mail)
- J. Simplicity: big words may hinder the message
- K. Walking on Eggs: avoid stereotypes, discuss differences, and utilize feedback, listening skills
- L. Hot Buttons: (loaded words) jokes, swearing

XXVIII. Physical Health

- A. Rest
  1. Shift work, overtime, court time, specialty positions
  2. Circadian clock, natural light and darkness cycles
  3. Sleep deprivation, fatigue, and illness
- B. Exercise
  1. Biological animals, natural need for exercise
  2. Increases metabolism, decreases stress
  3. How much, what type, aerobic, anaerobic
- C. Diet
  1. What, when, and how much do we eat
  2. Weight doesn't matter, inches do
  3. Foundation for strength and conditioning
  4. The importance of proper hydration

XXIX. Critical Incidents

- A. Definition: any situation, which forces you to face your vulnerability or mortality, and taxes your coping skills. A critical incident dramatically disrupts your life.

XXX. Characteristics of critical incidents

- A. Usually are sudden and unexpected events
- B. Jeopardize your sense of self-control
- C. Disrupt beliefs, values, assumptions about your life
- D. May include elements of physical and/or emotional loss
- E. Facts about critical incidents:

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1. Critical incidents come in all varieties: being shot, shooting someone, traffic accident, family death, divorce
2. Reactions to critical incidents come in all varieties: about 1/3 have mild reactions, 1/3 moderate, 1/3 serious
3. A series of reactions occur, over a period of time.