

COMMUNICATION SKILLS

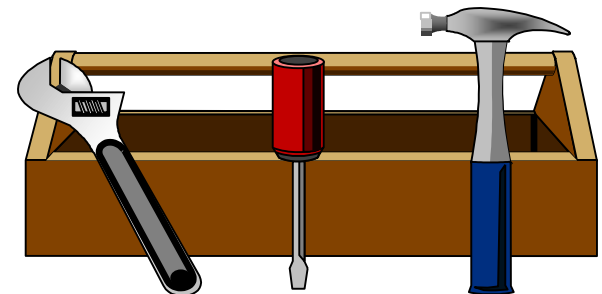


HUMAN RELATIONS



Learning Objectives

- Explore benefits of effective communication
- Realize the impact of poor communication
- Improve listening skills
- Awareness and self-correction



NATURAL ABILITY

v.

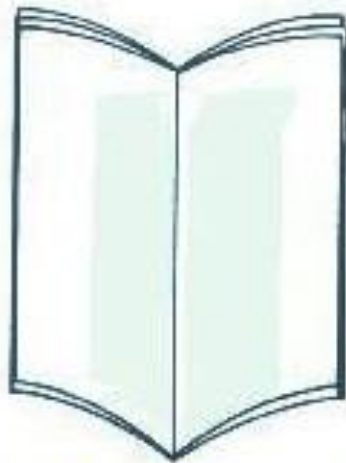
SKILL PRACTICE





COMMUNICATION

How do you view the world?



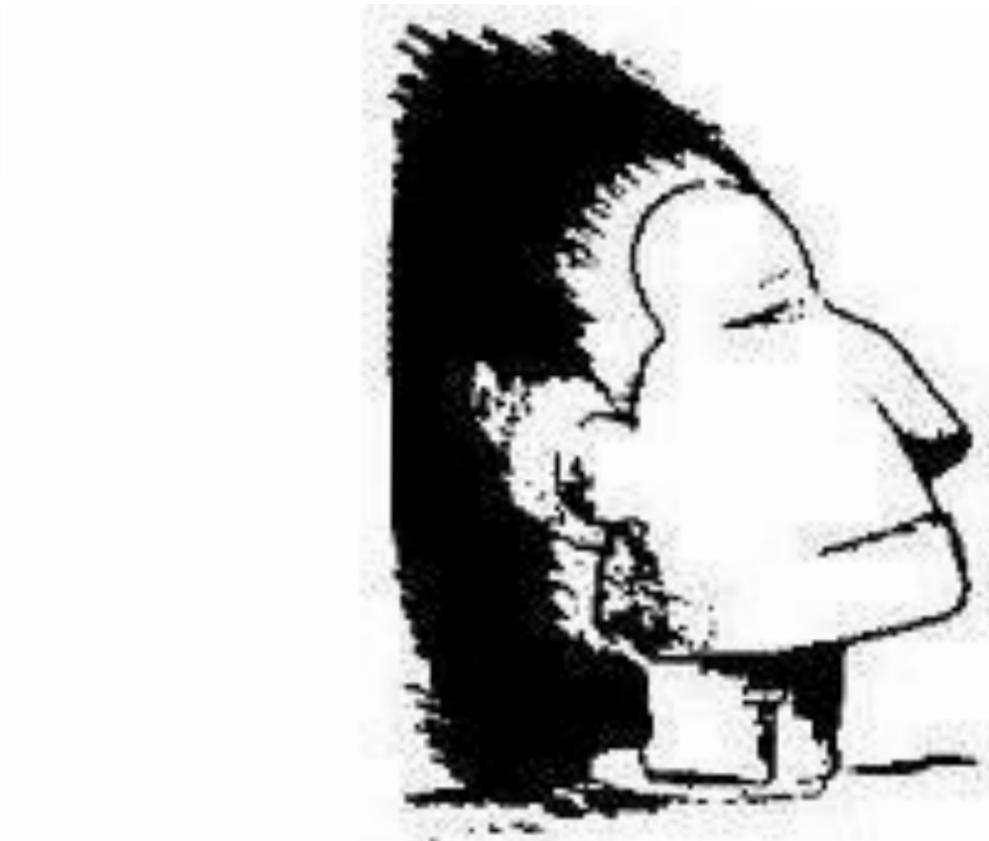
*Is The Book Looking Towards You... Or Away
From You?*

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COMMUNICATION

How do you view the world?





COMMUNICATION

How do you view the world?





COMMUNICATION

How do you view the world?





COMMUNICATION

How do you view the world?

Look at the chart and say the COLOUR not the word

YELLOW	BLUE	ORANGE
BLACK	RED	GREEN
PURPLE	YELLOW	RED
ORANGE	GREEN	BLACK
BLUE	RED	PURPLE
GREEN	BLUE	ORANGE

Left – Right Conflict

Your right brain tries to say the colour but your left brain insists on reading the word.

Communication with Self

(BEGIN AT THE BEGINNING)

AFFIRMATIONS:

- brief
- personal
- own words
- positive
- repetitive





RESPONSABILITY

RESPONSE – ABILITY

> (increases)

YOUR ABILITY TO RESPOND

COMMUNICATING with SIGNIFICANT OTHERS

- three or two kinds of people
- who are they?
- relationships require work
- relationship training
- criticism
- gender differences





Gender Differences

- **Men and Women are different**
- **Differences can be complementary**



To make a woman happy a man needs to be:

1. a friend
2. a companion
3. a lover
4. a father
5. a chef
6. an electrician
7. a carpenter
8. a plumber
9. a mechanic
10. a decorator
11. a sexologist
12. a gynecologist
13. a psychologist
14. an exterminator
15. a psychiatrist
16. a healer
17. a good listener
18. an organizer
19. very clean
20. sympathetic
21. athletic
22. warm
23. attentive
24. gallant
29. intelligent
25. funny
26. creative
27. tender
28. strong
29. understanding
30. tolerant
31. ambitious
32. capable
33. courageous
34. determined

WITHOUT FORGETTING TO:

35. love shopping
36. be very rich
37. not stress her out
38. not look at other girls

AND MEN MUST ALSO:

39. give her lots of attention
40. give her lots of time
41. give her lots of space

AND IT IS VERY IMPORTANT:

42. Never to forget:
 - * birthdays
 - * anniversaries
 - * arrangements she makes



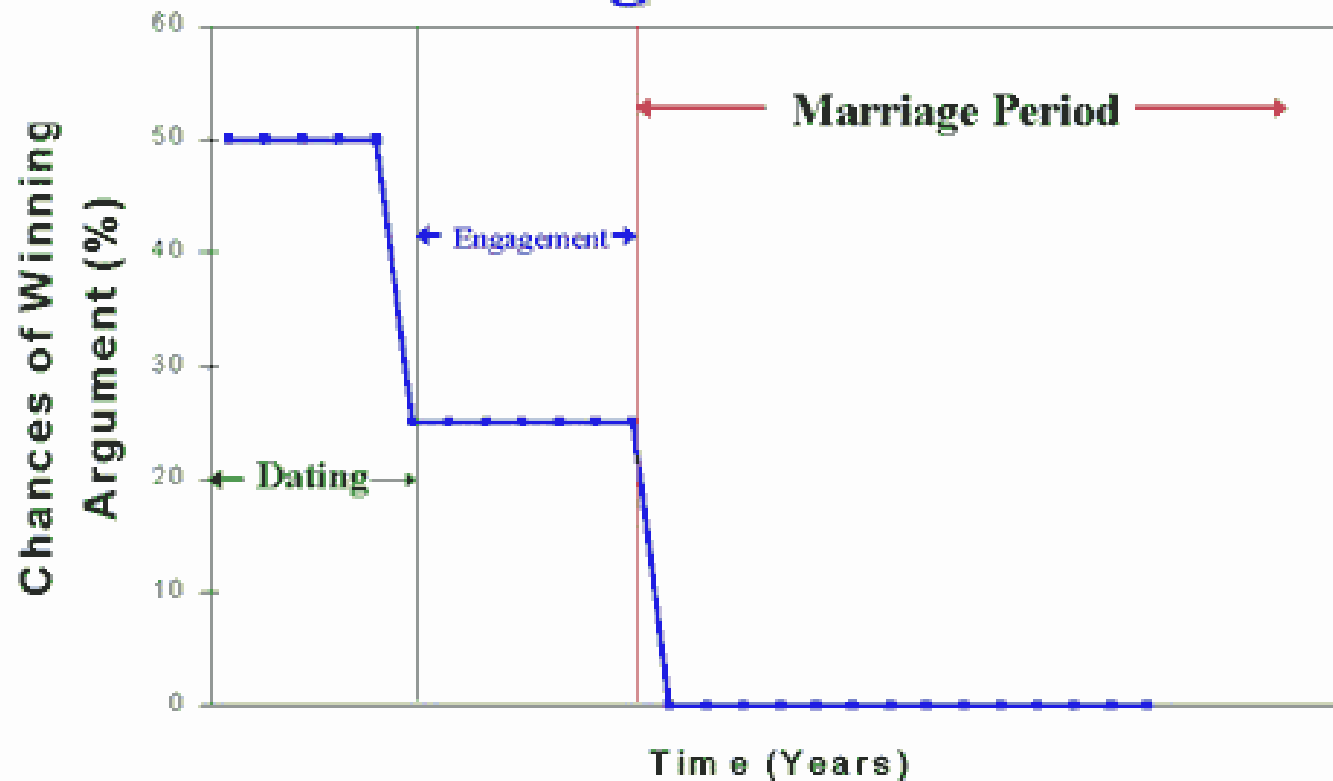
To make a man happy a woman needs to:

1. Show up naked

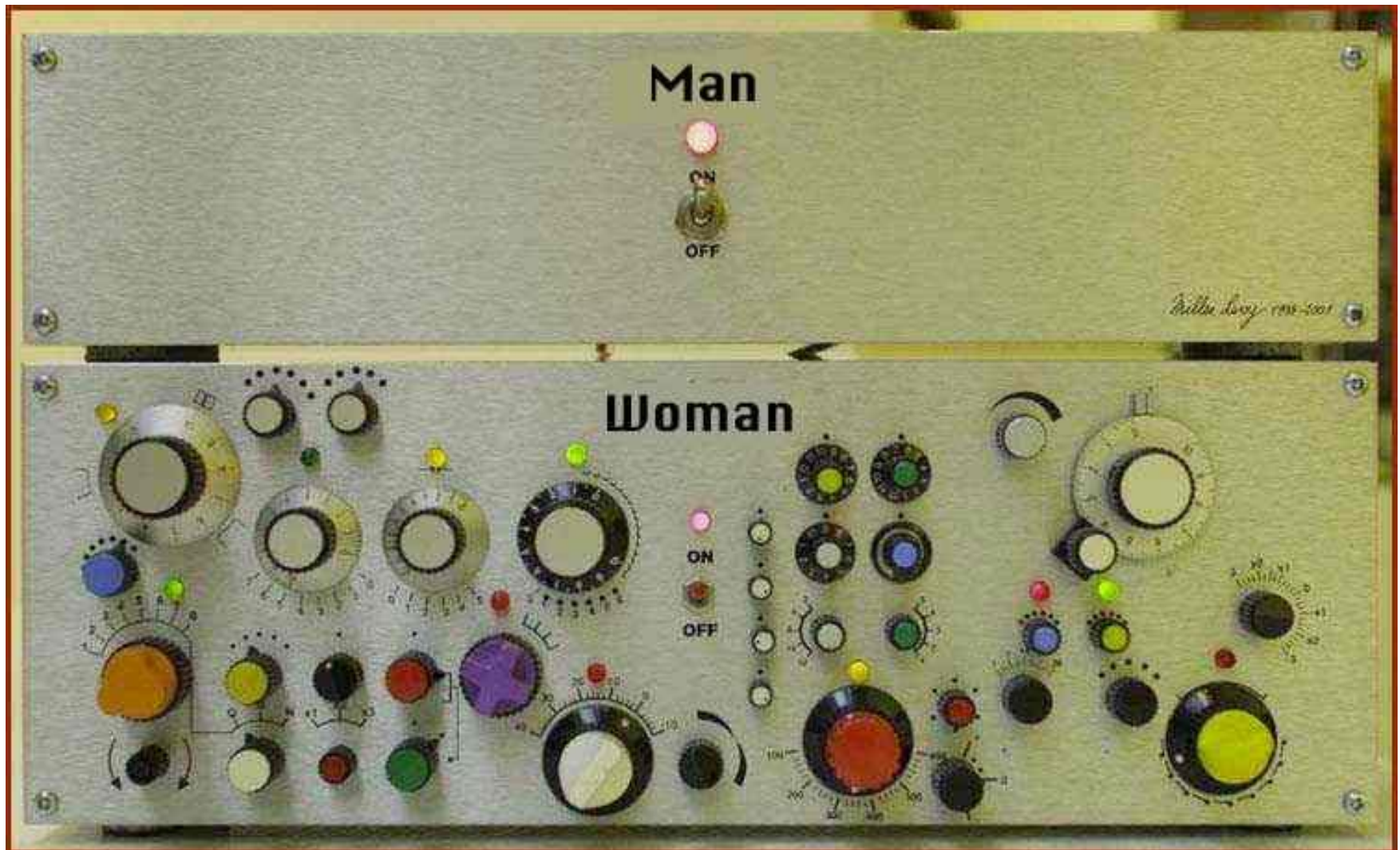
2. Bring Beer

Gender Differences

Chances of a Man Winning an Argument

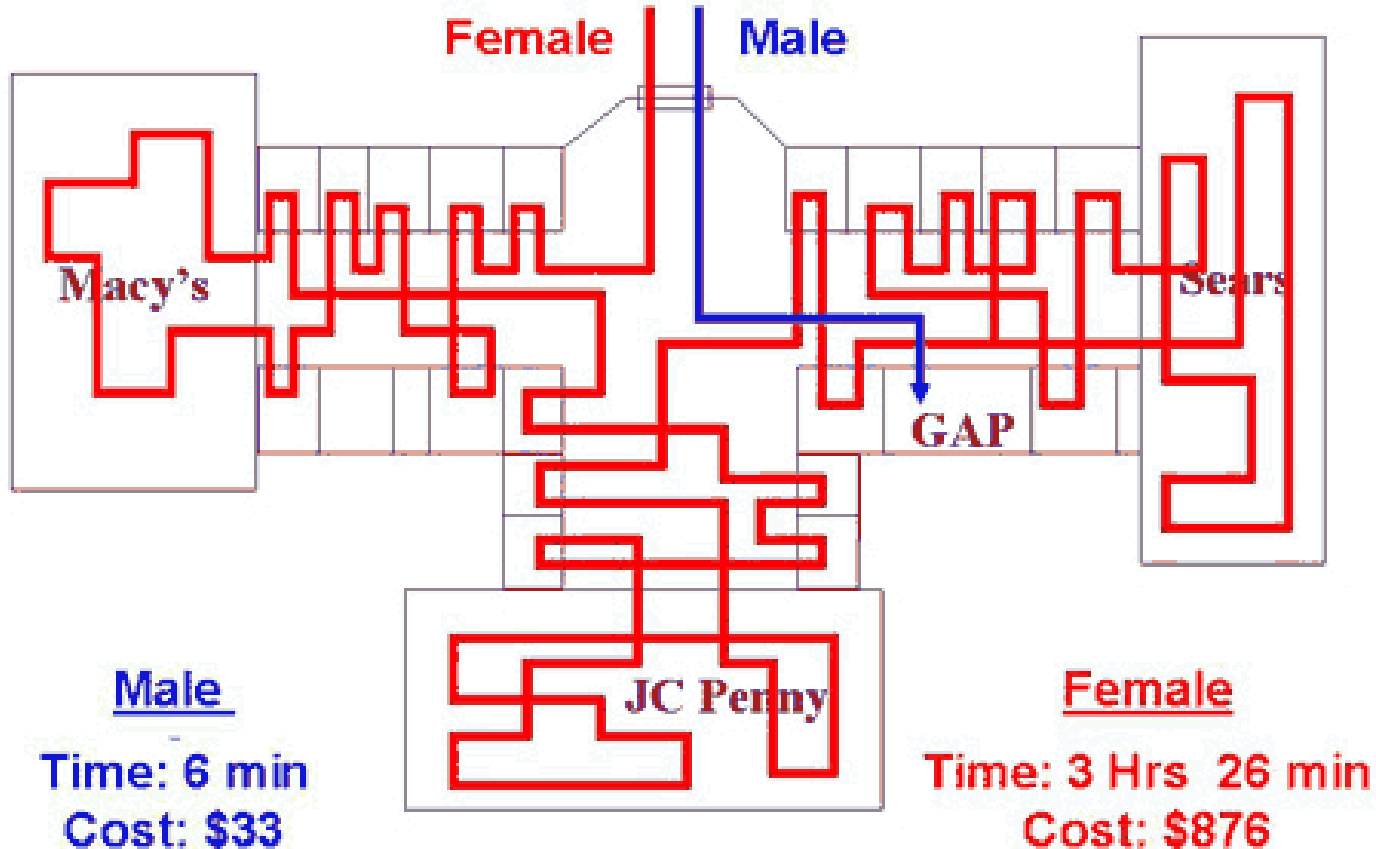


Gender Differences



Gender Differences

Mission: Go to Gap, Buy a Pair of Pants



International Sign for Marriage



Woman Driver's



Gender Differences



Woman's Rules





Woman's Rules

- Put up the toilet seat and when you are done put it down.
- Sunday, is pay attention to me day.
- Crying usually gets me what I want.
- Read my mind. My subtle hints & obvious hints should both be obvious.
- What do you want to do? I don't know "What do you want to do?"
- I don't want you to solve my problem, I just want you to listen to me.
- Give me you sympathy.
- Anything we said 6 months ago is admissible in an argument.
- I like to ask you to do something and tell you how you want it done.
- Don't do weird things in public or tell personal stories.
- If you say "what's wrong" and we say "nothing," don't believe us.
- Do these pants make my butt look big?



Man's Rules

- Learn to work the toilet seat. You're a big girl. If it's up, put it down.
- Sunday = sports. It's like the full moon or the changing tides. Let it be.
- Crying is blackmail.
- Ask for what you want.. Subtle hints & obvious hints do not work!
- Yes, and No are perfectly acceptable answers to almost every question.
- Come to us with a problem if you want help solving it. That's what we do.
- Sympathy is what your girlfriends are for.
- Anything we said 6 months ago is inadmissible in an argument.
- You can ask us to do something or tell us how you want it done. Not both.
- If it itches, it will be scratched. We do that.
- If we say "what's wrong" and you say "nothing," we will believe you.
- When we have to go out, absolutely anything you wear is fine...Really.



MEYERS BRIGGS PERSONALITY INVENTORY

- Personality traits
 - extrovert v. introvert
 - sensing v. intuition
 - thinking v. feeling
 - judging v. perception
 - ➔ no value judgments
- Positive self-talk
 - affirmations



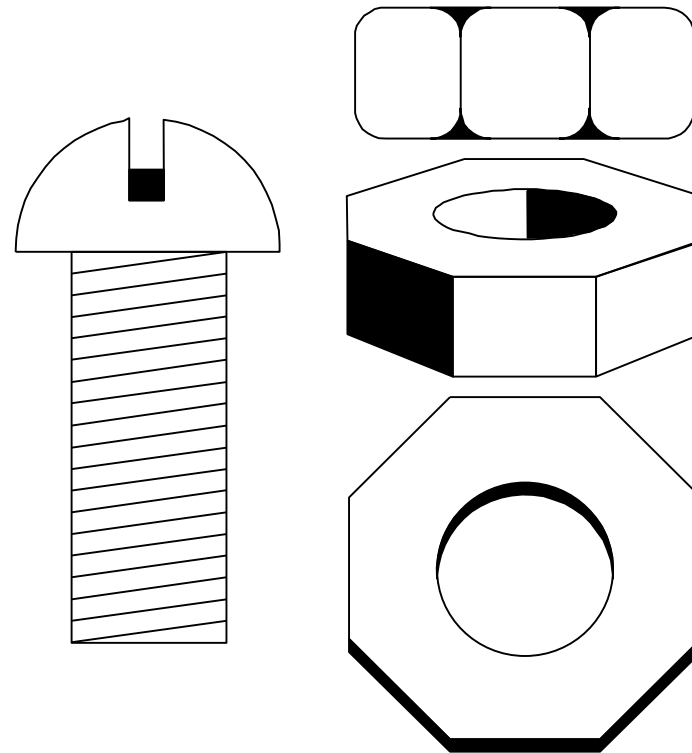
COMMUNICATION

Value Judgments

- Personality traits
- Extrovert vs. Introvert
- In the context of communication
 - preferences
 - not value judgments

COMMUNICATIONS MODEL

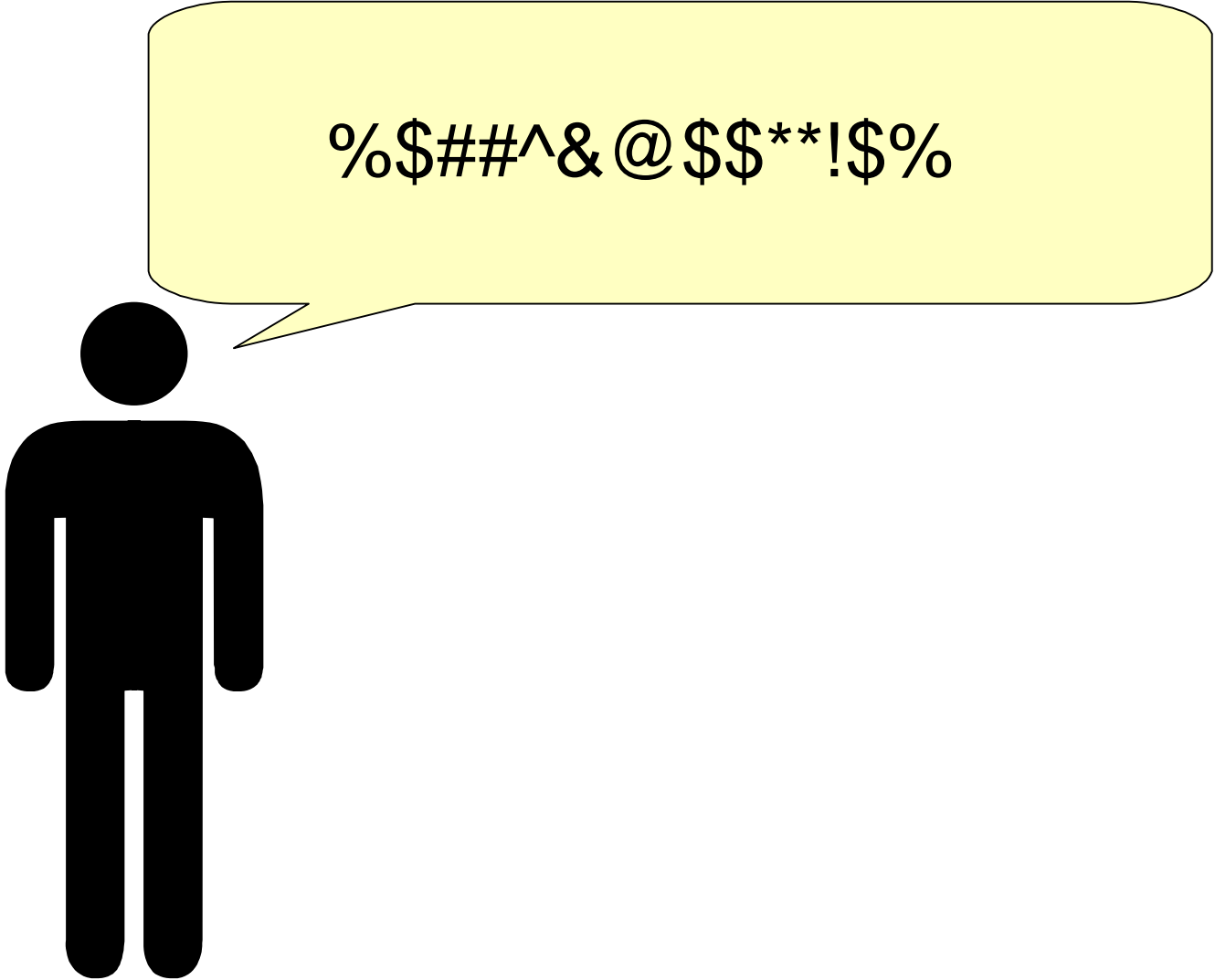
- Communicator
- Message
- Channel
- Receiver



Problems in the Model

- Communicator
 - not specific
 - loaded words
 - assumptions
 - emotions
 - jargon
 - inappropriate non-verbals

LOADED WORDS!!

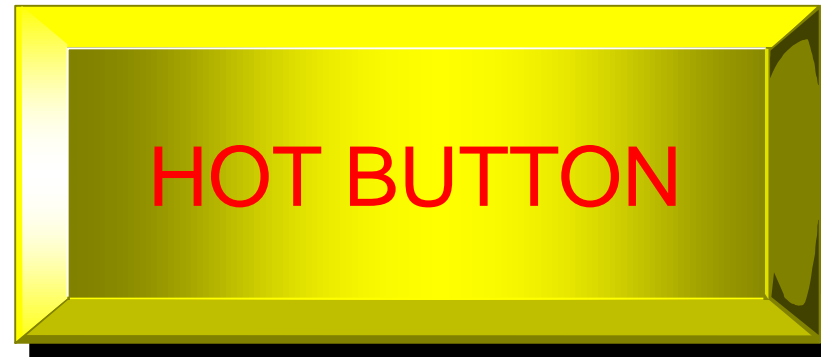


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ASSUMPTIONS?



EMOTIONS





RESPONSABILITY

RESPONSE – ABILITY

> (increases)

YOUR ABILITY TO RESPOND

Problems in the Model

- Message

- too long
- too short

- Channel

- wrong choice of channel

Problems in the Model

- Receiver

- doesn't listen
- assumptions
- emotions
- inadequate feedback
- inappropriate non-verbals

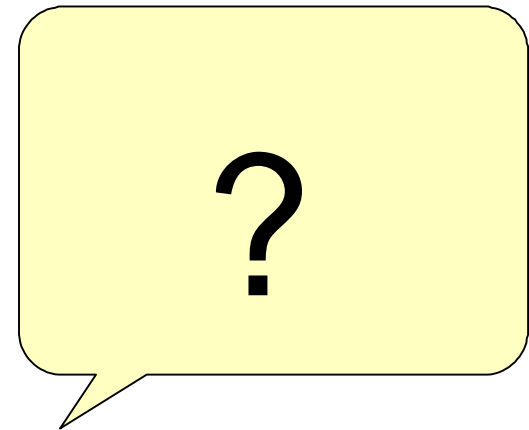
EFFECTIVE LISTENING

- how effectively do people listen
- difference between hearing and listening
- the paraphrase

People listen at

25%

efficiency



Hearing is physiological

Listening is psychological



Calligraphy by Angie Au

The Chinese characters that make up the verb *to listen* tell us something significant



to effective listening is the

PARAPHRASE

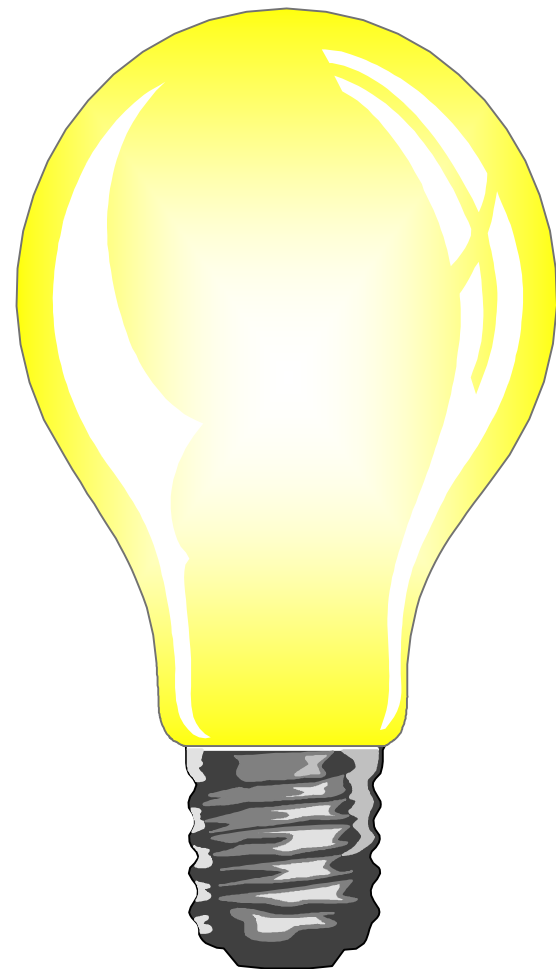
- feedback in your own words
- requires an " I " statement



What I heard
you say

COMPONENTS OF EFFECTIVE LISTENING:

- ✓ hearing
- ✓ understanding
- ✓ processing
- ✓ interpreting



Non-verbal communication

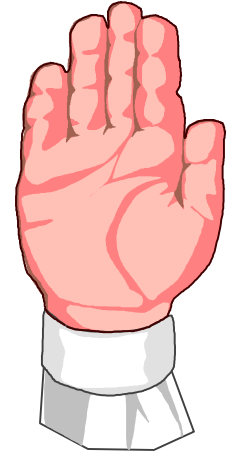
- how much of the message is non-verbal?
- what do we communicate non-verbally?
- discrepancies
- different cultures
- judgments
- awareness and self-correction

65% - 90% of communication
is non-verbal

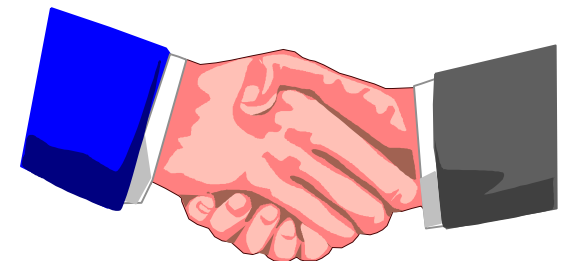


NON-VERBAL **DEFENSIVE** AND **SUPPORTIVE** REACTIONS

➔ defensiveness breeds defensiveness
OR negative expectations / actions
cause a negative response



➔ supportiveness breeds supportiveness **OR**
positive expectations / actions cause a
supportive response



TYPES OF NON-VERBALS

- **setting:** place, design, history, barriers
- **proxemics:** stance, space, elevation
- **posture:** leaning, slumping, sitting, slouching
- **dress:** uniforms, formal, casual, provocative
- **vocals:** volume, tone, inflection, cadence
- **gestures:** arms, hands, fingers, meaning
- **facial:** eyes, mouth, eye brows
- **touch:** mutual experience, power relationship



NON-VERBAL MESSAGES

Primary temperaments communicated non-verbally:

attitude

power

deception

relaxation

emotion

status

interest

responsiveness



NON-VERBAL REACTIONS

DEFENSIVENESS breeds defensiveness
OR negative expectations & actions
cause a negative response

SUPPORTIVENESS breeds supportiveness
OR positive expectations & actions
cause a supportive response



NON-VERBAL DISCREPENCIES

- **When there is a discrepancy between the verbal and the non-verbal – which do we believe?**
- **We always believe the non-verbal**



PERCEPTION CHECK

- **Key to reading non-verbal cues**
- **Feedback in your own words**
- **Requires you to ‘other-focus’**
 - “What I saw you say...”
 - “To me it looked like you felt ...”

COMMUNICATION with PEERS AND SUPERVISORS

- whose idea was it?
- boss as a rookie
- other focusing
- solving problems at the lowest level
- rumor control

COMMUNICATION with OTHERS

(citizens, suspects, witnesses)

- remember defensive/supportive reactions
- first impressions
- continuum of force

- Verbal Defense / Influence (VDI)
 - Verbal Judo
 - Tactical Communication

VDI / TAC COM

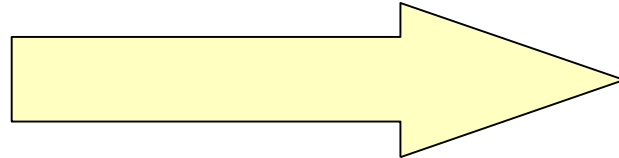
“if you look like prey you will be eaten”

1. Presence (control w/o force)
2. Dialogue (VDI / tactical communication)
3. Hand Control (holds)
4. Striking (impact weapons)
5. Deadly force (firearms)

Verbal Defense / Influence (VDI)

Tactical Communication

- presence



control w/o force

- dialogue
- hand control (escorts)
- striking (impact weapons)
- deadly force (firearms)

Verbal Defense / Influence (VDI)

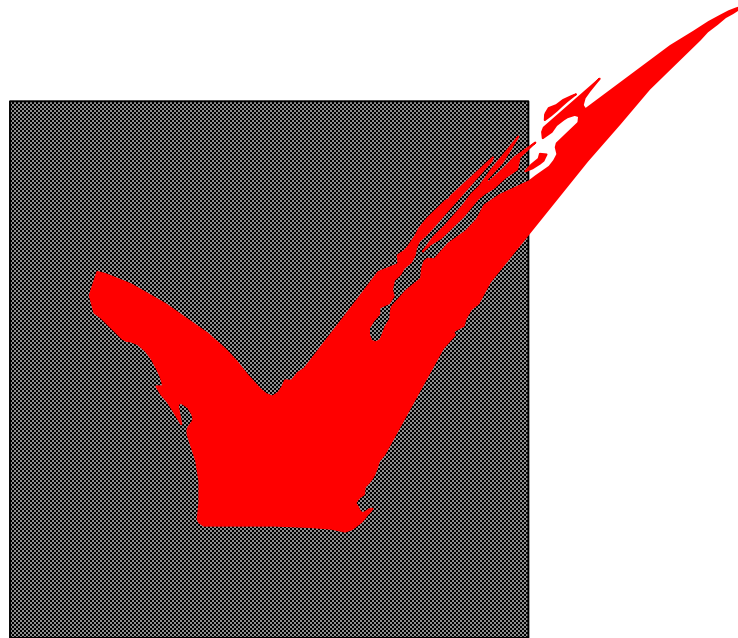
Verbal Judo

Tactical Communication

- seven step control
 1. **greeting**
 2. **introduction**
 3. **reason**
 4. **justification**
 5. **ask**
 6. **decision**
 7. **close**
- five step control
 1. **ask**
 2. **context**
 3. **options**
 4. **confirm**
 5. **act**

(VDI) TACTICAL COMMUNICATION EXCEPTIONS

- **FLIGHT**
- **ATTACK**
- **SECURITY**
- **REVISED PRIORITIES**
- **EXCESSIVE REPETITIONS**



EFFECTIVE COMMUNICATION

Awareness

- Self, significant others, at work
- Practice listening skills – “Check it out”
- Paraphrase & perception check

Self-correction

- Clear and complete messages
- **Increase your Ability to Respond**
- **Manage Conflict**

Culture

What CULTURE is:

- * Dynamic, neither fixed nor static
 - * A continuous and cumulative Process
 - * Learned and Shared by a people
 - * Behavior and values exhibited by a people
 - * Creative and Meaningful to their lives
 - * Symbolically represented through Language and Interaction
 - * That which Guides people in their thinking, feeling and acting
-

Culture

WHAT CULTURE IS NOT:

- 1. Mere Artifacts or Material used by a people**
 - 2. A “laundry list” of Traits and Facts**
 - 3. Biological traits such as Race**
 - 4. The ideal and Romantic Heritage of a people as seen through music, dance, holidays, etc.**
 - 5. Something to be Bought, Sold, or Passed Out**
-

Culture

"The collective programming of the human mind that distinguishes the members of one human group from another...a system of collectively held values.

A value is a broad tendency to prefer certain states of affairs over others..."

- **Culture is to a human group what personality is to an individual.**
 - **Culture determines the identity of the group in the same way that personality determines the identity of the individual.**
-

Ethnic Groups

“The ethnic group is a group contained within the national boundaries of a country (i.e., U.S.A.) that is defined or set off by race, religion, or national origin.”

“Common to the ethnic group is a shared feeling of peoplehood and a common sense of past and future.”

STEREOTYPE

- ❑ A mental picture developed as a result of inaccurate information. Characteristic or series of characteristics that grow out of a myth and are placed on people.
 - ❑ There are some elements of truth in some stereotypes
-

Culture Competency

Assess yourself

Evaluate your behavior

Eliminate inaccurate information

Modify your attitudes

Broaden your values

Refine skills

Common Causes of Misunderstandings:

1. Conventions of Courtesy

- a. Each culture has conventions for courtesy
 - b. The context contributes to communication
 - c. The moral: do not leap to conclusions about the character, motivation or integrity of an individual based on one interaction.**
-

Common Causes of Misunderstandings:

2. Sequence: How people arrange information differs from culture to culture

3. Objectivity

a. The facts: logical precise and orderly

4. Specificity

- Starting with specifics is American; other cultures may start with generalities
 - Americans tend to break information down into parts while other cultures tend to deal with whole pictures
-

Common Causes of Misunderstandings:

5. Assertiveness: In some cultures, assertiveness is appropriate; in others it is aggressive or rude
 6. Candor: In some cultures, courtesy, sensitivity, loyalty and "face" are more important than candor or "straight" talk
 7. Simplicity: Using big words may not impress; it may fail to communicate
-

Common Causes of Misunderstanding:

8. Telephone, Email, IM, Text Msg. etc.

- a. Technology should not replace personal contact
- b. Technology does not transmit non-verbal communication

9. Walking on eggs

- a. Feedback is an most important communication tools
- b. Inappropriate comments often result from discomfort
- c. Different people have different sensitivities, but everyone is sensitive to stereotypes about themselves
- d. Defensiveness can interfere with communication

10. Hot buttons

- a. Jokes & Swearing are usually inappropriate to work settings
-

DEALING WITH ISSUES OF DIVERSITY

1. Don't ignore it!

- **Do not let an incident pass without remark.**
- **To do so sends the message that you are in agreement with such behavior or attitudes.**

Dealing with issues of Diversity:

2. Be aware of your own attitudes, stereotypes, and expectations.
3. Project a feeling of understanding and forgiveness when events occur.
4. Recognize this is a long-term struggle.
Growth is a process of change.

Dealing with issues of Diversity:

5. Be a role model. Always reflect and practice the positive values.
6. Issues of human dignity, equality, and safety are non-negotiable.
7. Distinguish between categorical thinking and stereotyping.

For example, “redheads” is a category, but “redheads have fiery tempers” is a stereotype.

PERSPECTIVE

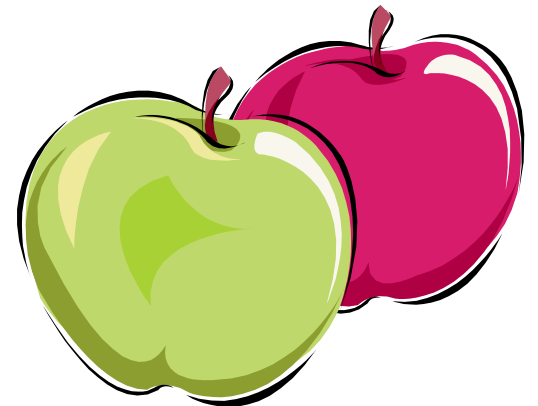
The teacher asked the first grade class,
"What is the color of apples?"

Most of the children answered red.
A few said green.

A boy in the back of the class raised
his hand and said white.

The teacher tried to explain that apples can be red,
green, or sometimes golden, but never white.

The boy replied, "Look inside."



Critical Incidents

DEFINITION:

A critical incident is any situation that forces you to face your vulnerability and mortality that potentially overwhelms your ability to cope.

ANY EVENT THAT DRAMATICALLY
DISRUPTS YOUR LIFE.

CHARACTERISTICS OF CRITICAL INCIDENTS

- ✓ Usually sudden and unexpected
- ✓ Jeopardizes your sense of self-control
- ✓ Disrupts beliefs, values, and basic assumptions about how the world works
- ✓ May include elements of physical and or emotional loss

MYTHS ABOUT CRITICAL INCIDENTS

- Hero Myth: Critical incident will make you a hero/legend.
- Immortal Myth: You're physically indestructible - No one can take you.
- Superhuman Myth: You're emotionally indestructible.

FACTS ABOUT CRITICAL INCIDENTS

- Critical incidents come in all varieties
- Reactions come in all varieties
- Reactions occur over a period of time
 - *1/3 have mild reactions
 - *1/3 have moderate reactions
 - *1/3 have serious reactions

STAGES OF CRITICAL INCIDENTS

1. INTENSE
2. CONFUSION
3. COPING
4. BACK ON TRACK
5. RESOLUTION

STAGE ONE: Intense WELCOME TO HELL

- ◆ Immediate, intense and severe reactions (caused by adrenalin, not fear)
- ◆ Remember – your reactions to a Critical Incident are **NORMAL** reactions to **ABNORMAL** situations.
 - *Perceptual distortions in time, visual and auditory recollections (caused by abrupt blood flow changes brought on by stress and adrenalin).
- ◆ The less control you had during the critical incident, the more intense reactions you may have.

Stage Two: Confusion What The Hell?

Often accompanied by

- shaking
- nausea
- fainting
- Confusion (all cause by adrenalin withdrawal)

Can become

- Inattentive
- tense
- dazed
- numb
- denying
- disbelieving
- hyperactive

GETTING THROUGH THE FIRST NIGHT

- 1. Implement calming techniques (auto-genic, deep breathing...)**
- 2. Watch you beverage selection; drink water or fruit juice (be careful of coffee or alcohol)**
- 3. Start talking it out, even if you want to be alone. (spend the night with someone, another officer...)**
- 4. Ignore the media (don't watch, listen to, or read anything until later)**
- 5. Use your (routine) to your advantage – get up on time, read, work-out...**

STAGE THREE: COPING WAR IS HELL

How you deal with it is more important than the event

Physical symptoms:

(may include but are not limited to the following)

- ❖ anxiety
- ❖ change in appetite
- ❖ muscle aches
- ❖ elevated blood pressure
- ❖ change in sex drive
- ❖ difficulty sleeping
- ❖ constipation/diarrhea

Some get stuck here and never move on

Stage Three (continued)

Mind-body feedback loop creates psychological symptoms:

- Heightened sense of danger: triggered by smells, sights sounds, etc.
- Loss of control: some situations can't be controlled.
- Anger: (fear) and blaming (an attempt to regain control).
- Depression: (felt helpless, now you feel hopeless).
- Nightmares and Flashbacks (part of the mental healing process, by trying to deal with the sub-conscious).
- Second-guessing and Guilt: (“trash-backs”) moral guilt, responsibility guilt & survivor guilt.

Stage Three (continued)

Negative reactions:

- ❖ Obsession with the event
- ❖ Alcohol/Drug abuse
- ❖ Family problems
- ❖ Excessive stress reaction
- ❖ Burn out
- ❖ Over-reactions/Under-reactions

STAGE THREE (continued)

- Avoid “RE-FRAMING”

(YOU RE-THINK THE AND SECOND GUESS THE OUTCOME IN LIGHT OF NEW INFORMATION YOU DIDN'T HAVE AT THE TIME)

You can only act on what you have in front of you at the time.

- Time alone won't heal...How you use it is key.

- There must be a turning point.

Stage Three: (continued)

1. PERSONAL RESOURCES

- Be optimistic (faith in yourself and coping skills)
- Take one day/step at a time.
- Tend toward action (keep busy).
- Manage your inner language (positive self-talk)

(RE) GAINING CONTROL

(Re) Gaining control

2. PROFESSIONAL RESOURCES (i.e. – counseling)
- Someone who knows Post Traumatic Stress Syndrome
 - Familiar with the Police culture
 - Test for gut reaction (i.e. – feeling about death)
 - Direct focused and problem solving
 - Understands respective **obligations:**

YOURS

- a. reveal facts/feelings
- b. be honest
- c. do homework assigned

THERAPISTS

- a. confront you
- b. re-frame C.I. for you
- c. encourage & educate

(Re) Gaining Control

3. FAMILY RESOURCES

- C.I.'S are family events - family focus includes:
 - i. information FROM YOU – be especially sensitive about how much you tell young children.
 - ii. information FOR YOU – about what you need to cope.
 - iii. emotional support
 - iv. mutual respect – problem solving
 - v. patience
 - vi. communication – must be ongoing and the ground work must be laid before the C.I.

INGREDIENTS OF GOOD COMMUNICATION

HONEST TALKING

ACTIVE LISTENING

APPROPRIATE RESPONSE

VALIDATION

ACTIVE LISTENING

Stage Three (continued)

What spouses of Officers want us to know:

- ⇒ Understand the importance of talking to me
- ⇒ Don't shield me or make me guess
- ⇒ You don't need to solve my problems for me
- ⇒ I need your respect
- ⇒ Your family members aren't suspects
- ⇒ Affection (voluntary) brings great rewards
- ⇒ Demonstrate your commitment to your family

(Re) Gaining Control

4. PEER RESOURCES:

- Personnel Assistance Team (P.A.T.)
 - Focus on the Officer, NOT the incident
(“How are you?”, NOT “What happened?”)
 - Listen, don’t criticize
(Don’t judge or say what you’d have done)
 - Challenge destructive behavior
(SHOW that you really care)
 - Encourage contact with others who’ve been there

(Re) Gaining Control

AGENCY RESOURCES:

***Departmental administrators who Empathize
With street Officer Problems**

- DON'T NEGLECT OR WRITE OFF ANY RESOURCE**
- THE ONE YOU ARE MOST SKEPTICAL OF IS OFTEN
THE KEY**

Stage four: Back on Track Leaving Hell Behind

- Emotions are starting to make sense
- Making what happened useful
- Learning from the experience
- Setting goals
- Challenge yourself
- Reaffirming confidence

STAGE FIVE: ACCEPTANCE

(“This ain’t heaven, but I feel better”)

Vulnerable, but not helpless

You are stronger than before the C.I.

Looking back, you’ll never forget:

- **situational reminders will always be there**
- **the anniversary of the incident**
- **the new strength you’ve gained from this**

“Reminders of pain can be chances for gain”



Stress in Law Enforcement



Overview

■ Types of stress:

- Eustress - positive
- Distress - negative



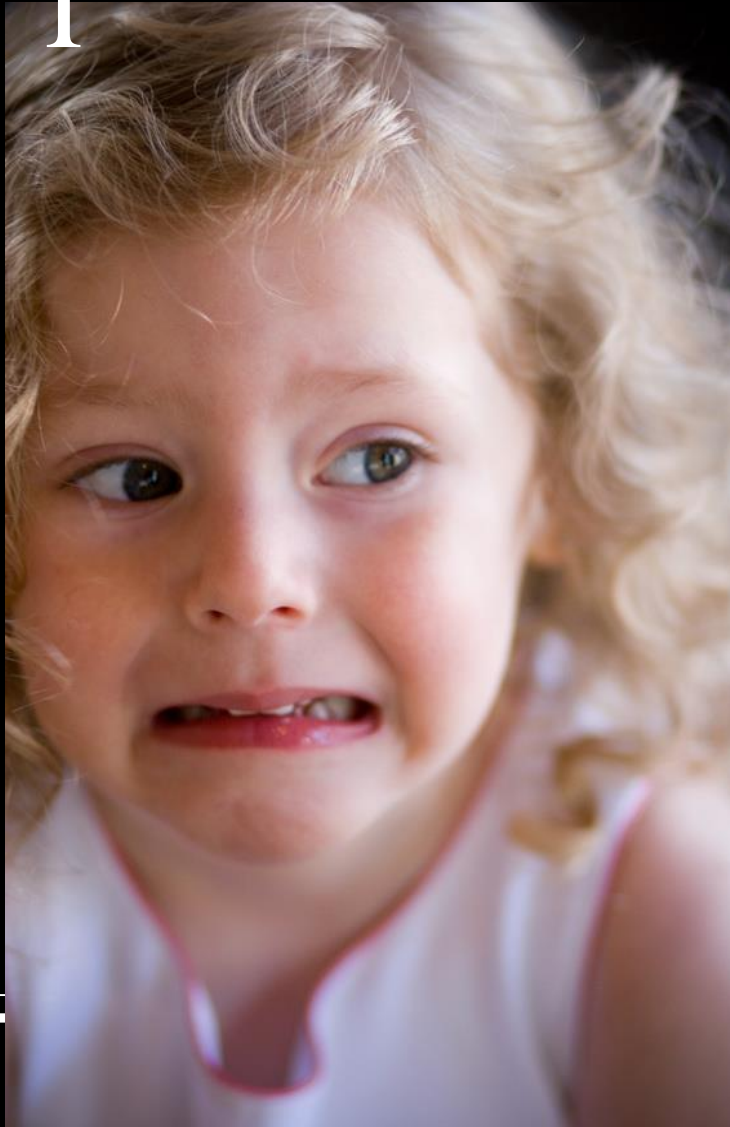
■ Sources of stress:

- Environmental
- Physical
- Spiritual
- Mental
- Job



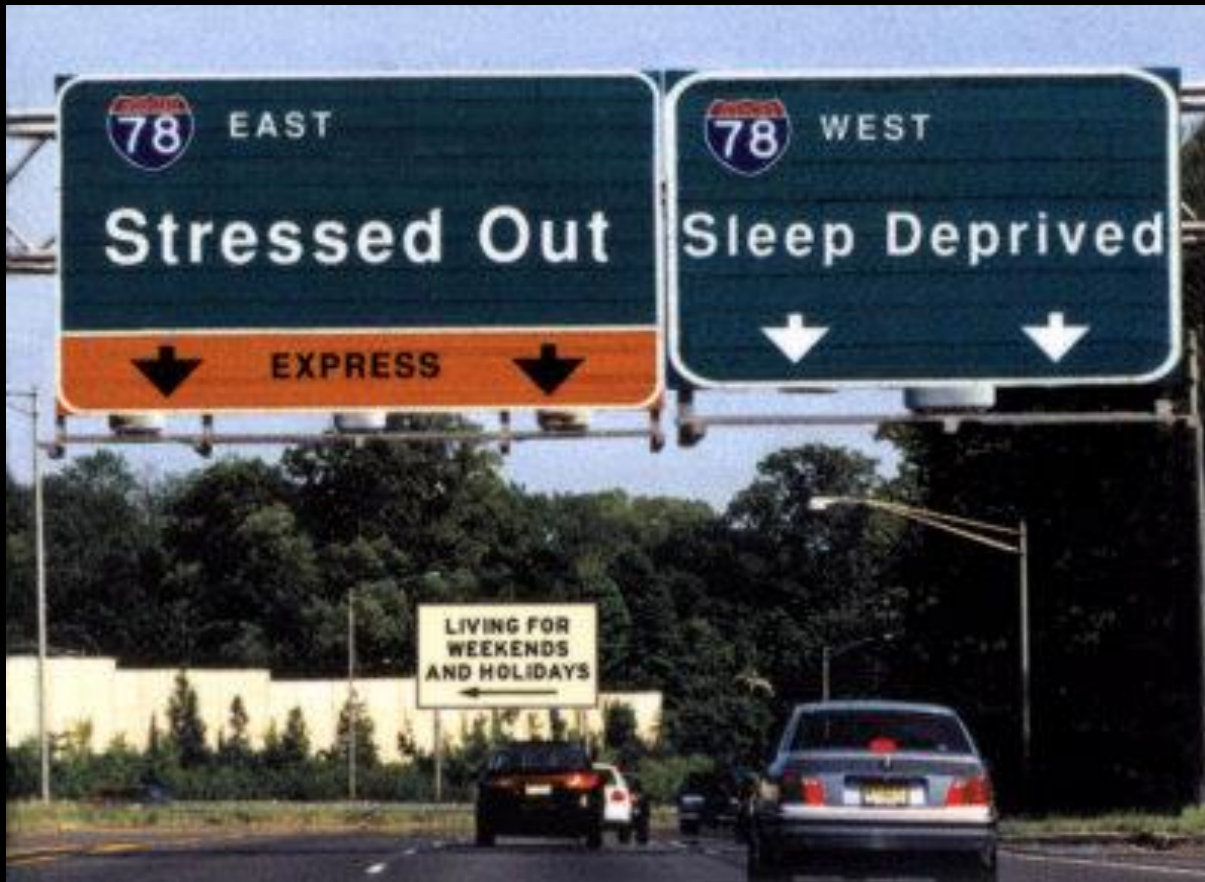
Environmenta

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What does Domestic
Violence Feel Like?

Physical



- Cancers
- Diseases
- Disabilities
- Sleep Deprivation

Spiritual

- Abandoned
- Alone
- Neglected
- Abused
- Religion?



Mental



Self Image

Anxiety

Law Enforcement Stress

“Radio to Lakewood units... No answer... Gone but not forgotten.”



November 29th 2009; Lakewood Police Department loses 4 of it's own.

- Death
- Shootings
- Accidents
- Lawsuits

Job Stress

- Injuries
- Long hours in a patrol car
-
-



Physical Stress



- Maintaining good sleep habits
- 7-9 hours of uninterrupted sleep

Spiritual Sources



- Cops divorce rate is at 50-75%
- Cops work away from family
- Cops miss church

Where are your priorities?

Who will be there with you at the end of your career?

Mental Sources



Appro
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Exercise

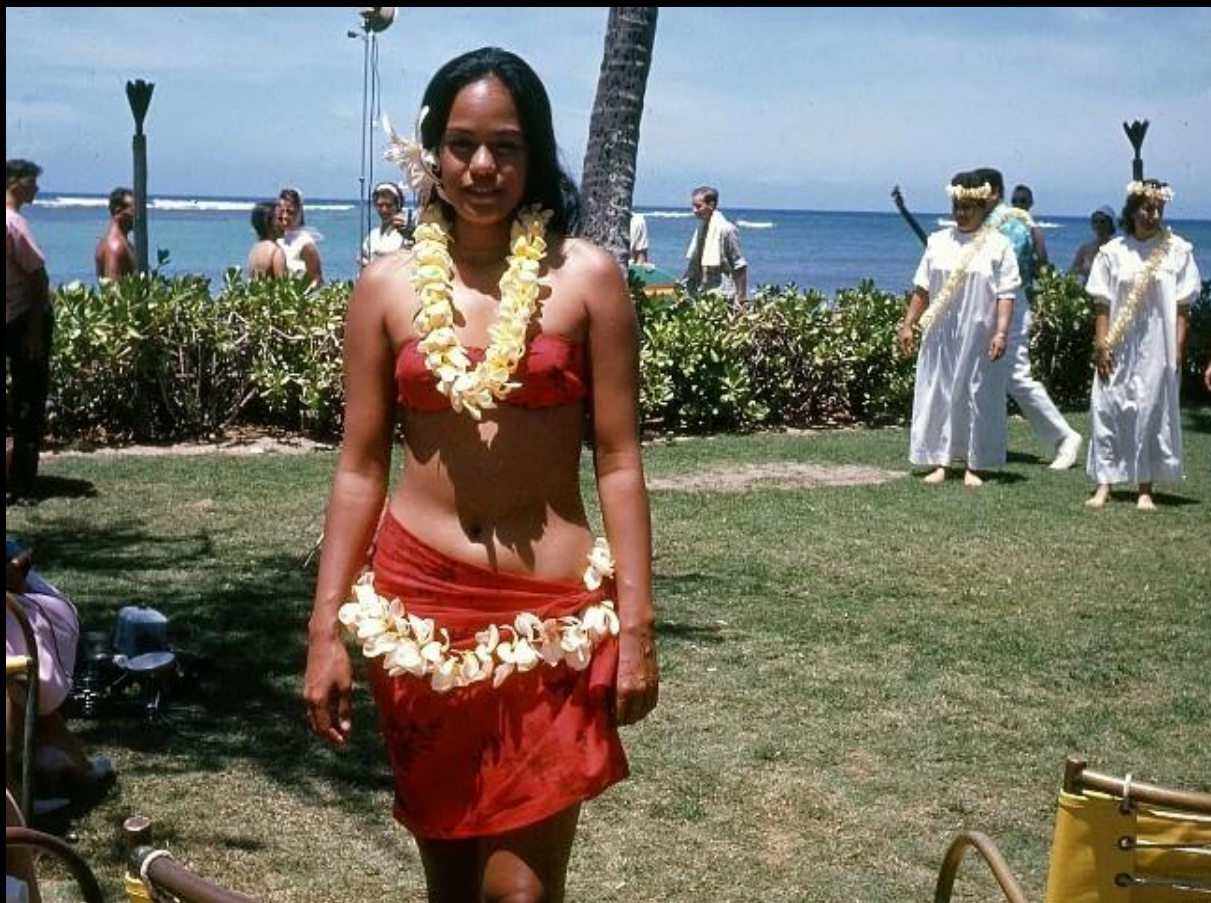


Hobbies



Get away from the job and have some fun!

Vacation



***Aloha
Mahalo***

Just Smile



Just Breath

- One major way to combat stress and its negative effects is through tactical breathing.
- You can decrease your heart rate by practicing tactical breathing.

Combat Breathing

- The breaths should be deep, lower lung to upper lung, that is, during inhaling, your stomach expands like a balloon.
- **Each step is done while mentally counting to four.**
 - In through the nose – one, two, three, four
 - Hold – one, two, three, four
 - Out through the mouth – one, two, three, four
 - Repeat four times

Summary Points

- Understand the causes of stress
- Realize how stress effects you!



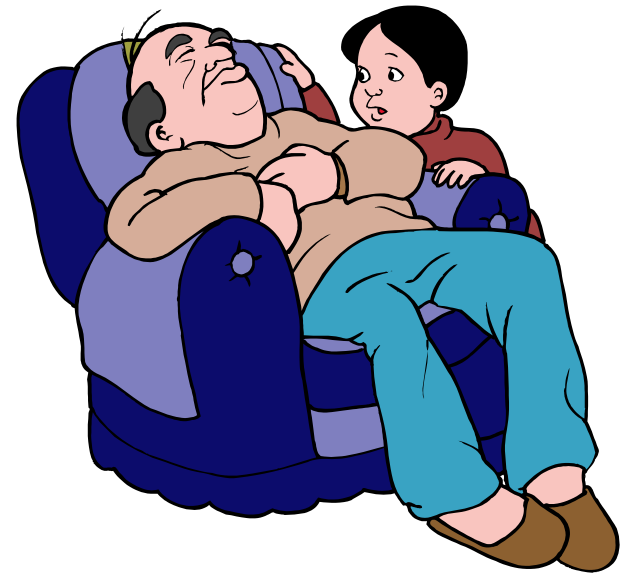
Rest

Exercise

Diet

REST

- ❑ Circadian Function
- ❑ Shift Work
- ❑ OT
- ❑ Court
- ❑ Moon Lighting
- ❑ Family Demands



Rest

Exercise

Diet

EXERCISE



- ❑ PT is a life style
- ❑ Running?
- ❑ Anaerobic
- ❑ Aerobic
- ❑ Finding the time
- ❑ On the job



DIET

- **What is DIET**
 - ❑ Not eating
 - ❑ What you eat
 - ❑ Diet books
- **Liquids**
 - ❑ Soda pop
 - ❑ Juices
- **Solids**
 - ❑ Food groups



Rest

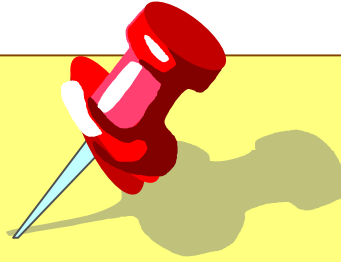
Exercise

Diet

Hydration

- One glass of water shuts down midnight hunger pangs for most dieters studied in a University study.
- Lack of water is the #1 trigger of daytime fatigue.
- Research indicates that 8-10 glasses of water a day eases back and joint pain for up to 80% of sufferers.
- A mere 2% drop in body water can trigger fuzzy short-term memory, trouble with basic math, and difficulty focusing on the computer screen or
- Drinking 5 glasses of water daily decreases the risk of colon cancer by 45%, plus it can slash the risk of breast cancer by 79%, and one is 50% less likely to develop bladder cancer.
Are you drinking the amount of water you should every day?





DR. LAWRENCE BLUM

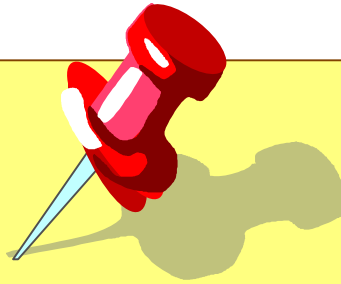
NATIONALLY RECOGNIZED POLICE PSYCHOLOGIST:

PUBLIC SAFETY OFFICERS HAVE AN AVERAGE LIFE EXPECTANCY OF 57.8 YEARS. THE AVERAGE CITIZEN HAS A LIFE EXPECTANCY OF 73.4 YEARS.

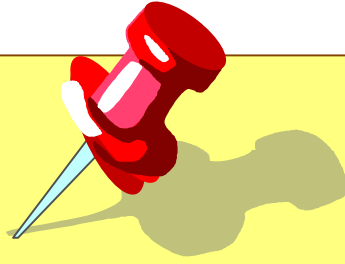
BLUM BLAMES THIS SHORTENED LIFE EXPECTANCY ON JOB STRESS.

HE SAYS THAT “IN MANY CASES, THE STRESS OF THE JOB IS FROM INSIDE THE ORGANIZATION RATHER THAN FROM THE EVENTS ON THE STREETS.

HUMAN RELATIONS



Some people understand life better. At the Seattle Special Olympics, nine contestants, all physically or mentally disabled, assembled at the starting line for the 100-yard dash. At the gun, they all started out, not exactly in a dash, but with a relish to run the race to the finish and win. All, that is, except one little boy who stumbled on the asphalt, tumbled over a couple of times, and began to cry. The other eight heard the boy cry. They slowed down and looked back. Then they all turned around and went back.....every one of them. One girl with Down's Syndrome bent down and kissed him and said, "This will make it better." Then all nine linked arms and walked together to the finish line. Everyone in the stadium stood, the cheering went on for several minutes. People who were there are still telling the story... Why? Because deep down we know this one thing: What matters in this life is more than winning for ourselves. What matters in this life is helping others win, even if it means slowing down and changing our course.



**THE
END**