

**A-8**  
**NON-EMERGENCY INCIDENT RESPONSE**  
**CORE POLICING COMPETENCY: COMMUNICATION SKILLS**

LEARNING ISSUES:

- Police radio / MDC use; listening/comprehension, radio codes, articulating, proper channels
- Communicating with public: interpersonal communication skills, active listening, thorough explanations, professional language, body language
- Communicating within the department: respectful speech to PTO and supervisors, information sharing with co-workers, listening skills
- Giving voice commands and clear directives/instructions
- Courtroom testimony
- Appropriate interpretation of communication from others
- Other communication issues during non-emergency incidents

RESOURCES:

- DPD G.O. 1033, R-1: Relationships with other agencies – liaisons and referrals
- DPD G.O. 1037, R-1: Portable two-way radios
- DPD G.O. 1039, R-2: Department radio identifiers
- DPD G.O. 1046, R-2: Use of department computers
- DPD G.O. 3002, R-7: Department dress code
- DPD G.O. 4004: Warrantless searches and seizures
- DPD G.O. 4014, R-1: Radio Procedures
- DPD SOP A-40, R-1: Documentation of field interviews
- DPD SOP A-47, R-1: Identification and dissemination of patrol hazards
- DPD Rules and Regulations 1.3: Conduct unbecoming police department personnel
- DPD Rules and Regulations 1.4: Insubordination
- DPD Rules and Regulations 2.5: Truthfulness
- DPD Rules and Regulations 2.12: Maintaining Communication
- DPD Rules and Regulations 2.14: Reporting Address and Telephone Number
- DPD Rules and Regulations 2.15: Department Investigations
- DPD Rules and Regulations 3.1: Respect for fellow employees
- DPD Rules and Regulations 3.4: Cooperation with other agencies
- DPD Rules and Regulations 4.11: Criticism of the department
- DPD Rules and Regulations 4.13: Operation and use of police radios

LEARNING OUTCOMES:

1. The trainee is able to describe a variety of communication skills and practices and explain how they relate to training in this phase.
2. The trainee is able to demonstrate comprehension of communication skills and practices in a variety of situations.
3. The trainee is able to evaluate the effectiveness of their use of the reference material listed in this competency.

