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

LEARNING ISSUES:
   Police radio/MDC use; listening/comprehension, radio codes, articulating, proper channels
   Use of in car PA (public address) system
   Communicating with public: preventing panic, interpersonal communication skills, active listening, thorough explanations, professional language, body language
   Communicating within the department: respectful speech to dispatch, PTO, supervisors, and other officers
   Giving voice commands and clear directives/instructions
   Speaking to the press
   Appropriate interpretation of communication from others
   Other communication issues during 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. 4060, R-3: Media Relations
   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.