



### **Course Description**

#### **CJK0305 | CJSTC Communications | 1.33 credits**

Students will learn practical communication skills that will assist new correctional officer in managing and supervising inmates, giving directions, answering questions, and interacting with others in a professional and safe manner. For School of Justice students only.

### **Course Competencies:**

**Competency 1:** The student will learn Interpersonal Communication by:

1. Describing interpersonal communication
2. Listing elements of effective communication
3. Describing nonverbal communication
4. Illustrating nonverbal communication
5. Listing examples of nonverbal cues
6. Listing the barriers to effective communication
7. Explaining how positioning and posture are used in communication
8. Describing how effective listening is used in communication
9. Identifying elements of effective listening
10. Defining verbal command in relation to communication
11. Providing examples of verbal command in relation to communication
12. Defining command presence in relation to communication
13. Providing an example of command presence in relation to communication
14. Defining courtesy

**Competency 2:** The student will learn procedures and equipment by:

1. Identifying general telephone procedures
2. Identifying general radio procedures
3. Identifying the primary components of a portable radio
4. Describing the purpose of a radio base station

**Competency 3:** The student will learn how to prepare for and conduct an interview by:

1. Defining interview
2. Identifying the purposes of an interview
3. Describing factors that influence the success of an interview
4. Demonstrating basic questioning techniques
5. Defining statement
6. Outlining steps for obtaining a written statement from an interviewee
7. Describing common signs of deception during questioning

**Competency 4:** The student will learn note taking and reports by:

1. Identifying the basic steps in writing a report
2. Defining note taking
3. Identifying the purpose of note taking
4. Identifying types of information to record in notes
5. Defining report
6. Listing uses of reports
7. Identifying readers of reports
8. Describing common forms for documentation
9. Documenting specific rules, activities, or law violations committed when writing report
10. Describing types of information to include in a report
11. Listing types of activities that may need to be documented

**Competency 5:** The student will learn organizing facts by:

1. Sorting information by category

2. Arranging information in chronological order
3. Organizing facts for a report
4. Stating the importance of reviewing the facts prior to writing a report

**Competency 6:** The student will learn elements of effective report writing by:

1. Describing the format and content of a report
2. Describing ways to ensure accuracy of information
3. Defining jargon
4. Defining slang
5. Describing the elements of effective report writing

**Competency 7:** The student will learn how to write and evaluate the report by:

1. Describing methods of evaluating a report
2. Describing methods for checking a report for completeness

**Learning Outcomes:**

- Communicate effectively using listening, speaking, reading, and writing skills
- Solve problems using critical and creative thinking and scientific reasoning
- Use computer and emerging technologies effectively