

## Justice Institute of British Columbia COURSE OUTLINE

**Course Code:** LESD103  
**Course Title:** Law Enforcement Communications Skills  
**Prerequisite Courses:**

**Sponsoring Division:**  
**Previous Course Code & Title:**  
**Course Effective Date:**

<b># of Credits:</b>	<b>3</b>
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### Course Description:

This course focuses on the development of oral and written communications skills that can be applied in the learner's professional and personal life. The focus of the course is three pronged. The first segment will focus on the development of communications skills required to conduct investigations, prepare reports, and present evidence in court or for external examination. The second will focus on increasing awareness of the importance and impact of interpersonal and group dynamics on the communications process, and on developing the skills necessary to adapt appropriate communications strategies in a variety of situations. The third segment will focus on preparing a personal resume that identifies, positions, and sells learner strengths and abilities.

### Course Goal(s):

The goal of this course are to build strong oral and written communications skills necessary for successful communication in a law enforcement environment. Specifically, learners will:

1. work to improve their listening and non-verbal communications skills,
2. develop skills to adapt their communications tactics, dependent on the situation,
3. communicate effectively, orally and in writing, when conducting investigations, preparing reports, and testifying in court
4. prepare a resume that permits them to compete successfully in a competitive labour environment

### Course Learning Objectives:

Upon successful completion of this course, the learner will be able to:

- Describe the principles and complexities of oral communication
- Explain the impact of attitudes on individuals and groups in the communications process

- Consider a person's tone of voice, body language, and eye contact, note changes, and if necessary, modify his/her communications tactics to deal with the emerging situation
- Assess interviewee body language and determine the most appropriate interviewing technique to employ
- Take notes that accurately reflect observations and investigations
- Prepare objective and factual reports from investigative notes that include observations of people, places, and objects, and describe investigative actions, conclusions, and recommendations
- Conduct a cognitive interview and evaluate the information obtained
- Conduct an interrogation and evaluate the information obtained
- Professionally present evidence in court
- Prepare a resume that highlights his/her strengths and experience, and demonstrates his/her readiness to move into a law enforcement related position

**Course Topics/Content:**

- The Principles and Complexities of Oral Communication
- Matching Communications Tactics to with Evolving Situations
- Gathering Information
- Essential Note Taking Skills
- Preparing an Operational Report from Written Notes
- Determining Appropriate Interviewing Techniques and Interview Locations
- Conducting Interviews and Interrogations and Evaluating the Information Obtained
- Effective Court Presentation
- Preparing a Professional Resume

**Text and Resource Materials:** Use APA style; specify chapters where applicable.

**Required:**

Adler, Ronald B. and Proctor, Russell F. and Towne, Neil, (2006) *Looking Out, Looking, in.* Orlando, Florida: Harcourt Brace & Company

**Recommended:**

**Course Level:**

x	First Year		Second Year		Third Year		Fourth Year
Other (describe):							

**Equivalent Course(s) within the JIBC:**

**Class Delivery Methods:**

Some courses are delivered using a range of methods within one class (course section) or alternative methods in different classes. Please outline the most common delivery options used for this course. The total class hours should be the same for each option.

Delivery Methods	Class Option A (Hours)	Class Option B (Hours)	Class Option C (Hours)	Class Option D (Hours)
Classroom/Lecture/Discussion	42			

Simulation/Lab				
Practicum/Fieldwork				
Online				
Correspondence				
<b>Total Class Hours</b>	42			

**Comments on Delivery Methods:**

**Related Program(s):** (where applicable)

**Credit Transfer exists at:** (List Institutions with official transfer agreements and name equivalent courses)

**Course Grading System:**

Check the system that applies to this course:

<input type="checkbox"/>	Letter Grades	<input checked="" type="checkbox"/>	Percentage	<input type="checkbox"/>	Pass/Fail	<input type="checkbox"/>	Credit/No Credit
<input type="checkbox"/>	Complete/Incomplete	<input type="checkbox"/>	Attendance Only	<input type="checkbox"/>	Not Applicable		

<b>Passing Grade:</b>	<b>65%</b>
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*JIBC Standard Grading Scale for Letter, Grade Point and % Grades:*

Letter Grade	Grade Points	% Range
A+	4.33	90-100
A	4.00	85-89
A-	3.67	80-84
B+	3.33	76-79
B	3.00	72-75
B-	2.67	68-71

Letter Grade	Grade Points	% Range
C+	2.33	64-67
C	2.00	60-63
C-	1.67	56-59
D	1.00	50-55
F	0.00	0-49

**Evaluation Activities and Weighing:** (complete the %'s which apply – total must equal 100%)

Final Exam	30 %	Assignments	50 %	Project	20 %	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	%	Other	%
Quiz/Test	%	Simulations	%	Practicum	%	TOTAL	100%

**Comments on Evaluation:**

**Other Course Guidelines, Procedures and Comments:**

**View the Justice Institute of BC Policies listed below at:**

<http://www.jibc.ca/about-jibc/governance/policies>

Access Policy  
Harassment Policy  
Research on Human Subjects: Ethics  
Student Code of Conduct

Academic Appeals Policy  
Intellectual Property Rights Policy  
Student Records