



RIVERSIDE COUNTY PROBATION DEPARTMENT

Serving Courts • Protecting Our Community • Changing Lives



Course Title: (Class 3.1: Interpersonal Communication)

Hours of Instruction: 4

Course Objectives:

- 3.1.1 Identify the purpose of active listening skills. (MCT)
- 3.1.2 Identify the steps of active listening. (MCT)
- 3.1.3 Given a scenario where there is an impactful emotional situation, demonstrate active listening skills. (BST)