



# RIVERSIDE COUNTY PROBATION DEPARTMENT

Serving Courts • Protecting Our Community • Changing Lives



**Course Title: (Class 3.3: Effective Communication)**

**Hours of Instruction: 3**

**Course Objectives:**

- 3.3.1 Identify effective ways to give commands to offenders. (MCT)
- 3.3.2 Identify methods for speaking to an offender who is not complying with commands. (MCT)
- 3.3.3 Identify potential non-verbal cues and their possible meaning. (MCT)
- 3.3.4 Identify the types of offender behaviors that can be prevented or mitigated through effective interpersonal communication. (MCT)
- 3.3.5 Identify privacy implications related to answering questions or otherwise divulging information about offenders. (MCT)
- 3.3.6 Identify potential problems related to communicating with fellow officers in the presence of offenders. (MCT)
- 3.3.7 Given an offender scenario, demonstrate effective communication when giving instructions to the offender. (BST)