



RIVERSIDE COUNTY PROBATION DEPARTMENT

Serving Courts • Protecting Our Community • Changing Lives



Course Title: (Class 4.1: Interpersonal Communication)

Hours of Instruction: 3

Course Objectives:

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