

Communication for Police & Law Enforcement Personnel

Practical Tactic to Improving Performance

12 - 16 Jul 2022	Dubai	US\$ 4,350
26 - 30 Dec 2022	Dubai	US\$ 4,350
11 - 15 Sep 2023	Dubai	US\$ 4,350
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About the Course

This Communication for Police & Law Enforcement Personnel training course will help the delegates develop their interactions with colleagues, line managers, stakeholders and service users to improve personal and organisational performance. In an ever-changing world, communication is key, whether verbal and/or written. XCalibre Training Centre continues to see areas such as social media being interpreted differently, leading to concerns such as fake news and loss of confidence in organisations. In Policing, getting a message across to ensure the safety of the public and colleagues is crucial. This training course will allow the delegates to consider their communication style and how best to adapt it to any given situation to ensure what is said is what is heard and understood.

This highly interactive training course explores underpinning theories and best practices allowing the delegates to put knowledge and skills into practice in a safe learning environment—whilst identifying time, place, and opportunities to transfer learning back into the workplace. Key areas of communication such as body language, cultural considerations, influencing skills, communication in crises, and presentation skills will be explored and set within the culture and context of 21st Century Policing.

Core Objectives

The delegates will achieve the following objectives:

- Understand their communication preferences and how to adapt these to people and situations
- Deliver an effective verbal presentation employing tools such as PowerPoint, flip chart and marker boards
- Develop their influencing and negotiation skills to support “win-win” strategies
- Recognise barriers to effective communication and how to overcome them
- Develop an action plan to support the transfer of learning back into the workplace

Training Approach

This training course will be highly interactive employing group and individual work, video and audio clips and team exercises with opportunities for the participants to practice skills and knowledge in a safe learning environment. On the final day, the participants will deliver a short verbal presentation on an aspect of the course as an opportunity to put presentation and communication skills into practice.

The Attendees

This training course is aimed at all aspects of Policing, including leadership positions. Whether you are front-facing or in a support role, this course will benefit:

- Community Police Roles
- Criminal Investigations
- Traffic Police
- Team Leaders
- Specialist Roles
- Support Functions
- First-line and Middle managers

DAILY DISCUSSION

DAY ONE

COMMUNICATION IN ACTION

- How we Learn?
- Communication as a Process, including barriers
- Verbal, Non-verbal and Written Communication
- Cultural and Contextual Considerations
- Communication in Policing
- Listening Skills in Action

DAY TWO

UNDERSTANDING YOUR COMMUNICATION STYLES

- How your personal preferences shape your communication style?
- Value of Diverse Organisations
- Communication as a Police & Law Enforcement Officer and Leader
- Introduction to Transactional Analysis as a tool to understand communication
- Feedback: Giving and Receiving to Improve Performance

DAY THREE

PRESENTATION SKILLS

- Presentations and Understanding your Audience and Message
- Effective Presentation Skills
- Tools, Tips, and Techniques
- Use of Technologies when Presenting
- Having a Go
- Planning your Presentation and Contingency Plans

DAY FOUR

INFLUENCING AND NEGOTIATION

- Influencing Skills and Behaviours
- Negotiation, Process, Skills, and Strategies
- Models and Theories
- Influence to resolve community-based problems
- Theory into Practice

DAY FIVE

COMMUNICATION IN ACTION

- Planning and Preparation
- Having a Go
- Feedback and Debriefs
- Learning Transfer
- What's Next?: Action Plans and Continued Professional Development (CPD)