

# Certified Courses



# Improving Police and Community Relations

## INTRODUCTION

- Successful partnerships between police and community members are built on trust and successful communication and engagement. This Police and Community Relations training seminar aims to provide law-enforcement personnel with hands-on knowledge on how to communicate best and work with communities through trust, empathy, and collaboration.
- This training seminar will focus on managing community stakeholders, enhancing (soft) communication skills, and preventing conflict whenever possible.

### This training seminar will highlight:

- The reasons why working with communities is essential
- Different approaches to community engagement
- How developing your soft skills can help you convey messages that resonate

## OBJECTIVES

- This Police and Community Relations training seminar intends to provide its participants with fundamental knowledge of what Community Relations Management is and how to effectively apply it in a law-enforcement context.

### At the end of this training seminar, you will learn to:

- Better understand the role of police officers in managing community relations
- Develop meaningful stakeholder engagement techniques
- Learn how to communicate clearly and with empathy

## TRAINING METHODOLOGY

- Participants will perfect the required skills to develop and implement Community engagement plans through a wide range of instructional methods, including examining various case studies, reviewing published studies, group discussions with maximum delegate participation covering current situations and practices, and finally, lecturing by an experienced practitioner.

## ORGANISATIONAL IMPACT

### Organisations will gain:

- A workforce able to effectively engage and work with community members
- Increased trust and legitimacy via the application of methods and concepts learned during the course
- Stronger relationships with the communities which will likely contribute to a sense of cooperation and well-being for both community members and law enforcement officers

## PERSONAL IMPACT

### Delegates will personally gain:

- In-depth knowledge of Community Relations
- The ability to convey messages effectively
- Increased skillsets in stakeholder management
- Increased recognition by community stakeholders as a collaborative partner

## WHO SHOULD ATTEND?

- This training course is suitable for a wide range of professionals at all levels of organisations who want to develop new knowledge and skills to succeed in a rapidly evolving environment but will greatly benefit:
- Community liaison officers
- Members of the police force (blue collars)
- Senior management in the police bodies wanting to make a difference in their community relations

## Course Outline

### The Communities We Operate In

- What is Community engagement?
- Defining the community involvement mission
- Identifying key stakeholders
- Stakeholder expectations of police
- Assessing impacts and pre-empting risks
- Reputational impact

### Practical Steps for Community Engagement

- Developing engagement programmes
- Engagement techniques
- Supporting communities

## Communication Essentials

- Exploring the soft skills
- Communication styles
- Top tips for better communicating
- Conflict resolution techniques

## Public Speaking

- Exploring the tone of voice
  - The use of body language and non-verbal communication
  - Connecting so your audience will listen
  - Structuring the message
  - Meetings and Feedback
  - Organising meetings within the force
  - Meetings with community leaders
  - Giving and receiving feedback
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