

Cleveland Division of Police

Lesson Plan

Title of Lesson: Communicating and Active Listening

Assigned Course Number: TBD

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Approving Authority: PENDING

Overview:

The Communicating and Active Listening class is a two-hour long presentation which will be contained in the eight-hour program: "Responding to Crises". The Communicating and Active Listening class will contain the following major elements:

1. Understanding case law that establishes the officer's responsibility and actions when dealing with deescalating an individual in mental / emotional crisis.
2. Identify the characteristics of traditional law enforcement questioning and how these may have a negative impact of an individual in mental / emotional crisis.
3. Understanding the positive impact active listening and rapport building has on an individual in mental / emotional crisis.
4. Identify the 8 active listening skills and how to use them when interacting with an individual in a mental / emotional crisis.

Course Goal(s):

The goal of the Communicating and Active Listening Class is to provide participants with enough knowledge and awareness to use active listening techniques, so they can properly communicate with an individual in mental / emotional crisis.

Course Objective(s):

Upon completion of the Communicating and Active Listening class participants will be able to demonstrate knowledge of the following:

1. Recognize case law governing officer's responsibilities.
2. Recognize the characteristics of traditional law enforcement questioning.
3. Recognize how traditional law enforcement questioning may have a negative impact when dealing with an individual in mental / emotional crisis.
4. Recognize the positive impact active listening and rapport building has when dealing with an individual in mental / emotional crisis.
5. Demonstrate the 8 active listening skills.

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Methodology:

Participants will be taught by a pair of instructors: a law enforcement officer and one mental health professional. A PowerPoint presentation will serve as an instructional aid. The instructors will also use class discussion to increase participant interest and involvement.

Target Audience:

All members of the Cleveland Division of Police

Class Size:

TBD

Evaluation Process:

Participants will complete a post-test which will examine acquisition of key points. Participants will be required to answer at least 70% correct. In addition, instructors will have the option of supplementing the evaluate in the event that there is an unwillingness to attend to the material and/or participate at a meaningful level.

Logistical Information:

Site: TBD

Training Equipment:

- Computer, projector screen and speakers
- PowerPoint presentation (electronic)
- PowerPoint presentation (handout)
- Post-test (handout)

Staffing Requirements:

Instructors: One Law Enforcement Officer and one Mental Health Professional

Training Summary:

All assigned participants will arrive at the designated time and go to the designated facility. Participants will receive an overview of the training, performance and learning objectives, and an introduction to the material.

Training Schedule:

-0030-0000	Instructors on site
0000-0005	Introduction to the Communicating and Active Listening training
0005-0015	Class discussion on their current beliefs and understanding of active listening and how it is currently being used.

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0015-0030	Discuss case law, Griffith v. Coburn and Deorle v. Rutherford, and how it impacts law enforcement.
0030-0040	Discussion on characteristics of traditional law enforcement questioning.
0040-0050	Negative impact of traditional law enforcement questioning.
0050-0100	BREAK
0105-0115	Discussion on what active listening is.
0115-0120	Discussion on how active listening builds rapport.
0125-0130	Identify what phrases can damage rapport.
0130-0140	8 active listening skills are identified and discussed.
0140-0145	Communicating and Active Listening class overview.
0145-0150	Communicating and Active Listening class test.
0150-0200	BREAK
0200	End of Session