

Sacramento County Probation Department

Juvenile Corrections Officer (JCO) Core Training

Unit 4.0: Communication

Module 4.3: Effective Communication

Instructional time: 2 hours

1. Welcome and introductions
2. Objectives:
 - a. 4.3.1 Identify effective ways to give commands to juveniles
 - b. 4.3.2 Identify methods for speaking to a juvenile who is not complying with commands
 - c. 4.3.3 Identify potential non-verbal cues and their possible meaning
 - d. 4.3.4 Identify types of juvenile behaviors that can be prevented or mitigated through effective interpersonal communication
 - e. 4.3.5 Identify the barriers to effective communication in a juvenile facility
 - f. 4.3.6 Identify privacy implications related to answering questions or otherwise divulging information about juveniles
 - g. 4.3.7 Identify potential problems related to communicating with fellow officers in the presence of juveniles
 - h. 4.3.8 Identify the topics an officer should or should not discuss with a juvenile
3. Effective communication is important
4. Discuss effective ways to give commands/directives to juveniles: Clear and concise commands, confidence when giving commands, not allowing juvenile to persuade the officer while giving directives, even tone of voice, etc.
5. Discuss methods to speaking with a juvenile that is not complying with commands: Remove the audience, focus on how the current behavior will not improve anything, do not raise voice, do not take non-compliance personally, stay non-judgmental, etc.
6. Identify potential non-verbal cues and their possible meaning: Facial expressions, acting aggressively, withdrawal, not making eye contact, etc.
7. Identify types of juvenile behaviors that can be prevented or mitigated through effective interpersonal communication: Fights, agitation and aggressiveness towards staff, self-injurious behavior, non-compliant situations
8. Discuss the barriers to effective communication in a juvenile setting: Presence of other juveniles, noise, time and programming constraints
9. Identify privacy implications related to answering questions or otherwise divulging information about juveniles: HIPAA, CPS, facility classification, charges/pending court case
10. Discuss potential problems related to communicating with fellow officers in the presence of juveniles: Juveniles overhearing information regarding other juveniles, personal information about staff
11. Communicating effectively
12. Topics an officer should or should not discuss with a juvenile: Negative discussion of other co-workers, legal advice, religion, juvenile's court case, personal information, the juvenile's good/bad behavior, movies, sports
13. Identify the importance of effective communication in a juvenile facility
14. Identify the steps to take when there is a communication barrier: Inform supervisor, conduct debriefs after incidents