

# MASTER SYLLABUS

## CRMJ 1095 TACTICAL TALK AND INTERVIEWING TECHNIQUES (Formerly PST 1095) NASHVILLE STATE COMMUNITY COLLEGE Police Science

***Instructor:***

***Office/Office Hours:***

***Phone:***

***Email:***

***Classroom & Times:***

***Course Credit: 3***

### ***Catalog Course Description***

An interpersonal communications course for police officers. Provides officers the necessary tools to diffuse verbal confrontations as well as persuade contacts to obey legal and lawful orders. Topics include the goals, objectives, and visions of law enforcement and field interviewing techniques and neurolinguistics.

### ***Additional Course Description***

This course is an interpersonal communication course designed to identify problems in police communication. The course addresses officer safety issues when communicating with difficult subjects. Techniques to combat citizen complaints and lessen liability will be discussed. The course also covers the area of increased professionalism and stress management. The students will be exposed to many different scenarios during the training that will give practical experiences with the taught techniques.

### ***Course Outcomes***

Upon successful completion of this course, the student will:

1. Comprehend the concepts of officer survival and interpersonal communication.
2. Analyze what causes citizen complaints and officer stress.

### ***Course Competencies:***

- Understand officer survival and safety as it pertains to verbal and non-verbal communication.
- Enhance public relations as it pertains to police officers.
- Demonstrate how to decrease the liability of your police agency through the use of good verbal skills.
- Analyze and appraise what causes citizen complaints, thus lowering the number of complaints and protecting officers from false complaints.
- Develop stress management skills as it pertains to conflicts.
- Be able to conduct field interviews in order to gain basic information.

### ***Textbook:***

(Supplied by Instructor)

***Disclaimer: Textbooks frequently change editions, so please be sure to check with the school bookstore to verify the current ISBN of the textbook before purchasing the textbook.***

### **Topics Covered:**

1. How verbal and non-verbal communication pertains to officer survival.
2. Community and public relations.
3. Lowering the number of complaints and false complaints.
4. The use of force continuum.
5. Develop a routine of thinking.
6. The control of verbal abuse.
7. The professional police officer.
8. We are what we represent.
9. Developing listening skills.
10. Developing techniques in the art of interviewing witnesses, victims and suspects

### **Required Student Activities:**

Attend classroom lectures and participate in class discussion

1. Participate in directed practicum
2. Read text book and selected works
3. Complete all project work

### **Grading Policy:**

Percentage	Grade

### **Attendance Policy:**

You must adhere to the Nashville State Tech attendance policy. You must attend at least 40 of the 45 hours to pass. If you miss over 5 hours, you will be asked to drop the course. If you miss over 5 hours and do **not** drop, you will receive an “FA” or “FN” for the final grade. Exceptions will be granted by permission of the **INSTRUCTOR ONLY**.

### **AMERICANS WITH DISABILITIES ACT (ADA) STATEMENT:**

Nashville State Technical Community College complies with the Americans with Disabilities Act. If you wish to request any accommodation(s) for this class, please notify the instructor as soon as possible. Students should not be given special accommodations in the classroom unless an accommodation form from Student Disability Services is completed and distributed to the faculty member.

- Student Disabilities Coordinator: (615) 353-3721 Office: S-114

### **Academic Dishonesty Policy:**

Any form of academic dishonesty, cheating, plagiarizing, or other academic misconduct is prohibited. “Plagiarism may result from: (1) failing to cite quotations and borrowed ideas, (2) failing to enclose borrowed language in quotation marks, and (3) failing to put summaries and paraphrases in your works” (A Writer’s Reference, 331). Academic dishonesty may be defined as, but is not limited to, intentionally trying to deceive by claiming credit for the work of another person, using information from a web page or source without citing the reference, fraudulently using someone else’s work on an exam, paper, or assignment, recycling your own work from another course, purchasing papers or materials from another source and presenting them as your own, attempting to obtain exams/materials/assignments in advance of the date of administration by the instructor, impersonating someone else in a testing situation, providing confidential test information to someone else, submitting the same assignment in two different classes without requesting both instructors’ permission, allowing someone else to copy or use your work, using someone else’s work to complete your own, altering documents, transcripts or grades, and forging a faculty/staff member’s signature.

In addition to other possible disciplinary sanctions that may be imposed through regular college procedures as a result of academic dishonesty, the instructor has the authority to assign an "F" or a "Zero" for the exercise, paper or examination, or to assign an "F" for the course.

If a student believes that he/she has been erroneously accused of academic dishonesty and if his/her final grade has been lowered as a result, the student may appeal the case through the appropriate college grade appeal procedures.

### ***Classroom Conduct Policy:***

Nashville State Community College has a zero tolerance policy for disruptive conduct in the classroom. Students whose behavior disrupts the classroom will be subject to disciplinary sanctions. The instructor has primary responsibility for control over classroom behavior and maintenance of academic integrity. He/she can order temporary removal or exclusion from the classroom of any student engaged in disruptive conduct or conduct which violates the general rules and regulations of the College. Disruptive behavior in the classroom may be defined as, but is not limited to, behavior that obstructs or disrupts the learning environment (e.g., offensive language, harassment of students and professors, repeated outbursts from a student which disrupt the flow of instruction or prevents concentration on the subject taught, failure to cooperate in maintaining classroom decorum, etc.), the continued use of any electronic or other noise or light emitting device which disturbs others (e.g., disturbing noises from beepers, cell phones, palm pilots, lap-top computers, games, etc.). Each student should refer to the current Nashville State Student Handbook for guidelines for student conduct.

### ***USE OF CELLULAR TELEPHONES AND PAGERS IN CLASSROOM***

The use of cellular telephones and pagers in the classroom and the firing range is prohibited at Nashville State Tech. The faculty has determined that these wireless communication systems disrupt the academic process.

Students who are required to carry pagers and/or have cell phones for employment and/or family responsibilities must inform the instructor at the **beginning** of the semester concerning the necessity for the pager/cell phone. The instructor and student will discuss the need(s) for the pager/cell phone and a decision will be made by the instructor concerning the use of the pager/cell phone. In cases where pagers/cell phones are required and allowed by the instructor, the pager/cell phone **must** be put on vibration mode and **must not** disrupt the classroom. Students who violate the terms of agreement on the use of pagers/cell phones will forfeit the use of the privilege.

Students will be responsible for any work that is missed. Students will not be excused to make telephone calls during examination periods.

**In all cases relating to the use of cellular telephones and pagers in the classrooms, the instructor will determine what is disruptive behavior.**

***It is the student's responsibility to check D2L and MyNSCC email on a regular basis. These are the official communication channels between the college and students. Students are responsible for the information communicated through those channels. D2L contains specific course information and MyNSCC contains information important for other purposes.***

***Nashville State Community College has implemented an Early Warning System to notify students via e-mail about academic problems such as poor classroom attendance, poor performance on assignments/tests, poor communication skills, late/missing assignments, and/or lack of classroom participation. Please note that Early Warning Alerts do not affect a student's academic standing.***

#### **NOTE:**

***This syllabus is a master syllabus. Specific course requirements are subject to revision at the discretion of the individual instructor. A course syllabus will be provided the first day of class.***