



COMMUNICATION STANDARD GS008

AUTHORITY

California Penal Code 13601(a)(1): The CPOST shall develop, approve, and monitor standards for the selection and training of state correctional peace officer apprentices.

BACKGROUND

An important responsibility of Correctional Peace Officers is their ability to effectively communicate in the correctional and public environment. Effective communication applies to all aspects of the working environment and across all manner of communication (i.e. verbal, non-verbal, and written). A Correctional Peace Officer must be able to convey lawful orders, give clear and concise directions, display confidence and authority, while effectively communicating in the work setting with staff, the public, and offenders.

Correctional Peace Officers can promote effective communication in the working environment by understanding their role and responsibilities as they pertain to their treatment of people, by applying discretion and ethical decision making in all courses of action, and communicating effectively with persons of all backgrounds. They must be able to recognize dangerous situations, take steps to defuse the volatility, and maintain order in their assigned areas of responsibility. This is accomplished by maintaining correctional awareness and using effective communication and interpersonal skills to de-escalate potentially violent situations, to exercise ethical decision making to minimize the use of force. They must follow and guide others in using established health and safety protocols, while promoting a strong and positive example for staff, the public and offenders. Only a well-trained Correctional Peace Officer can perform at this level.

STANDARD

Correctional Peace Officers will have the Knowledge, Skills, and Abilities to effectively communicate and perform their duties efficiently and safely within the correctional and public environment. They will receive training and demonstrate proficiency in all aspects of effective communication, including: situational awareness, stress

management, personal protection, ethical decision making, and understanding verbal, non-verbal and written communication in the proper use of their authority.

COMPONENTS OF STANDARD

Correctional Peace Officers shall be trained in:

- Body Language/visual cues/non-verbal communication
- Strategic communication (deliberate)
- Effective communication
- De-escalation techniques
- Report writing
- Offender/Staff interaction
- Active Listening Techniques
- Empathy
- Dealing with a diverse population
- Maintaining professional behavior and leadership among Staff, Offenders, and the public
- Safety Standard
- Use of Authority Standard
- Ethics Standard
- Adaptive support techniques (as applicable)
- Crisis (emergency) communication

CITATIONS

- 1) Penal Code 830.2 and 830.5
- 2) California Code of Regulations, Title 15:
 - a. 3000 Effective Communication
 - b. 3268 Use of Force
 - c. 3270 General Policy
 - d. 3278 Control of Inmates and Parolees
 - e. 3291 Employee Peace Officer and Law Enforcement Personnel
 - f. 3391 Employee Conduct
 - g. 3430 General Policy (Article 4, General Personnel Regulations)
- 3) CPOST Standard for Knowledge, Skills, and Abilities (GS001)
- 4) CPOST Standard for Core Subjects (GS002)