

Sacramento County Probation Department

Juvenile Corrections Officer (JCO) Core Training

Unit 4.0: Communication

Module 4.1: Interpersonal Communication

Instructional time: 3 hours

1. Welcome and introductions
2. Objectives:
 - a. 4.1.1 Identify the purpose of active listening skills
 - b. 4.1.2 Identify the steps of active listening
 - c. 4.1.3 Given a scenario where there is an impactful emotional situation, demonstrate active listening skills
3. Discuss the purpose of active listening skills
4. Discuss the steps/elements of active listening
5. Levels of active listening: Paraphrasing, clarifying, perception checking, summarizing
6. Demonstrate active listening skills (act out scenario in front of class)
7. Identify why it is important to respond courteously and professionally to incoming calls/questions from the public
8. Identify the difference between empathy and sympathy
9. Identify the benefits of consistent communication with fellow officers
10. Identify proper etiquette when speaking to juveniles (consider gender sensitivity and comfort level of juvenile when speaking to opposite gender)
11. Importance of active listening

