



THE ART OF INCLUSIVE COMMUNICATION

LAW ENFORCEMENT/RESIDENT CURRICULUM SUMMARY

Building on our success in teaching people to communicate more effectively, The National Conflict Resolution Center (NCRC) has developed a state-of-the-art workshop for Law Enforcement and Community Residents. This interactive workshop emphasizes opportunities for dialogue to strengthen relationships. Together, law enforcement and residents consider issues that have gotten in the way of positive relations as well celebrating successful relationships between law enforcement and residents. Time is spent exploring the real-life experiences that participants have had in their communities. The training humanizes individuals, building on the strengths and commonalities in order to communicate around differences to move forward together. This training leaves all participants feeling valued, respected, and understood.

Together law enforcement and residents learn a model for understanding each other. Skills are reinforced that help their own development and interactions with one another. Fun, yet thought-provoking exercises help participants learn about the perceptions of each other as well as how to build bridges moving forward. All of this is done in a safe and respectful learning environment.

Goals of the Workshop

Skill Acquisition

By the end of the course, participants will have the ability to:

- learn the skills of inclusive communication;
- apply the principles of inclusive communication in their interactions with each other;
- express their perspective in a non-confrontational way;
- integrate the *ART of Inclusive Communication* to resolve differences; and,
- be able to work effectively with each other moving forward.

Paradigm Shift in Attitudes and Beliefs toward Others

By practicing the skills from the course, participants will:

- understand and value each other's perspectives. Value the different lenses through which others perceive situations;
- appreciate the value of the community relations in police and resident communications;
- appreciate how working through conflict can help relationships build and grow stronger; and,
- find common ground with police and residents.

Content Outline

- I. Welcome and Introductions**
 - a. Introduction to the workshop, description of goals, and welcome.
 - b. Participants introduce themselves
 - c. Discussion around the reason for the workshop and dialogue
- II. Understanding Key Principles**
 - a. Overcoming the Impact of Bias – small group discussion in which participants discuss stereotypes and the negative impact of those stereotypes
 - b. Residents share stories of their personal experiences with law enforcement and what is important to them in their community
 - c. Law enforcement share stories of their own history with conflict, telling an important influence for them
 - d. Participants discuss needs they have in the community and discover common ground
 - e. Participants actively engage in exercise in which different styles of conflict are examined as well as what is expected out of law enforcement in their role in the community
- III. The ART of Communication**
 - a. Participants learn of the importance of active awareness
 - b. Respond Respectfully:
 - i. Residents have the opportunity to ask questions of law enforcement to understand them and their work better
 - ii. Participants practice techniques that enhance a respectful response
 - iii. Law enforcement discuss how these techniques are utilized in their work and why they are important
 - c. Troubleshoot Together
- IV. Bringing it All Together**
 - a. Residents and law enforcement are asked to brainstorm on two important questions:
 - i. How do we reduce stereotypes between law enforcement and residents?
 - ii. How do we build trust between law enforcement and residents?
 - b. Closure