

Professional Orientation

San Jose Police Department - Communications



Overview

- Introductions
- Professionalism
- Communication
- Types of Callers
- More about Communication
- Work Environment
- Training





Professionalism



Profession

a calling requiring specialized knowledge and often long and intensive academic preparation

Professional

characterized by or conforming to the technical or ethical standards of a profession; exhibiting a courteous, conscientious and generally businesslike manner in the workplace

Professionalism

the conduct, aims, or qualities that characterize or mark a profession or professional person

Interpersonal Relations

You are in control of your image



3 Steps to Communication

- Giving the Message
- Receiving the Message
- Understanding the Message







Image: <https://www.redbubble.com/people/chuckjstone/works/30919038-whos-on-first-baseball-diamond-fielding-card?p=t-shirt>

Face to Face Communication

*60% Non Verbal

*30% Voice
Inflection

*10% Words



Listening - 6 Habits for Dispatchers

- *Proper Attitude

- *Don't Jump to Conclusions

- *Ask What Words Mean

- *Ask Questions

- *Avoid Defensiveness

- *Avoid Labeling

Priorities

Life

Over

Property

5 Important Words for Dispatchers

Listen

Hear

Remember

Type

Understand

8 Effective Steps for Telephone Communication

1 – Trust is Earned

2 – Give Bad News First

3 – Tell the Public What You Can Do

4 – Do Not Speak Down to the Caller



8 Effective Steps *cont.*

5 – Do Not Embarrass the Caller

6 – Do Not Give Too Much Info

7 – Do Not Argue

8 – When a Problem is Presented, Offer a Solution

Primacy vs Recency

Primacy – the facts we hear first will influence our interpretation of future facts



Recency – the facts we hear last, we remember the best

Types of Calls

- Hostile/Angry
- Sexual Assaults
- Language Barrier
- Mentally Ill
- Confused/Elderly
- Suicidal
- Hysterical/Emotional

Angry/Despondent/Suicidal Callers



- Model calmness
- Keep the conversation going
- Listen
- Relay your understanding

This is what *you* can do:

- Reassure them
- Give them dignity
- Stay calm
- Responsibility

6 C's of Dispatching

- Communicate

- Comprehend

- Cooperate

- Control

- Coordinate

- Common Sense



Effective Communication with Others

Sub-culture

- Jargon and Codes
- Them vs Us
- Maintain open communication with others



Serving as a Liaison

We are the key link between the public and the officers

- By requesting information from the callers
- Relaying that information to the officers and other agencies



<https://patch.com/california/campbell/san-jose-police-headquarters-evacuated-friday-after-bomb-threat>

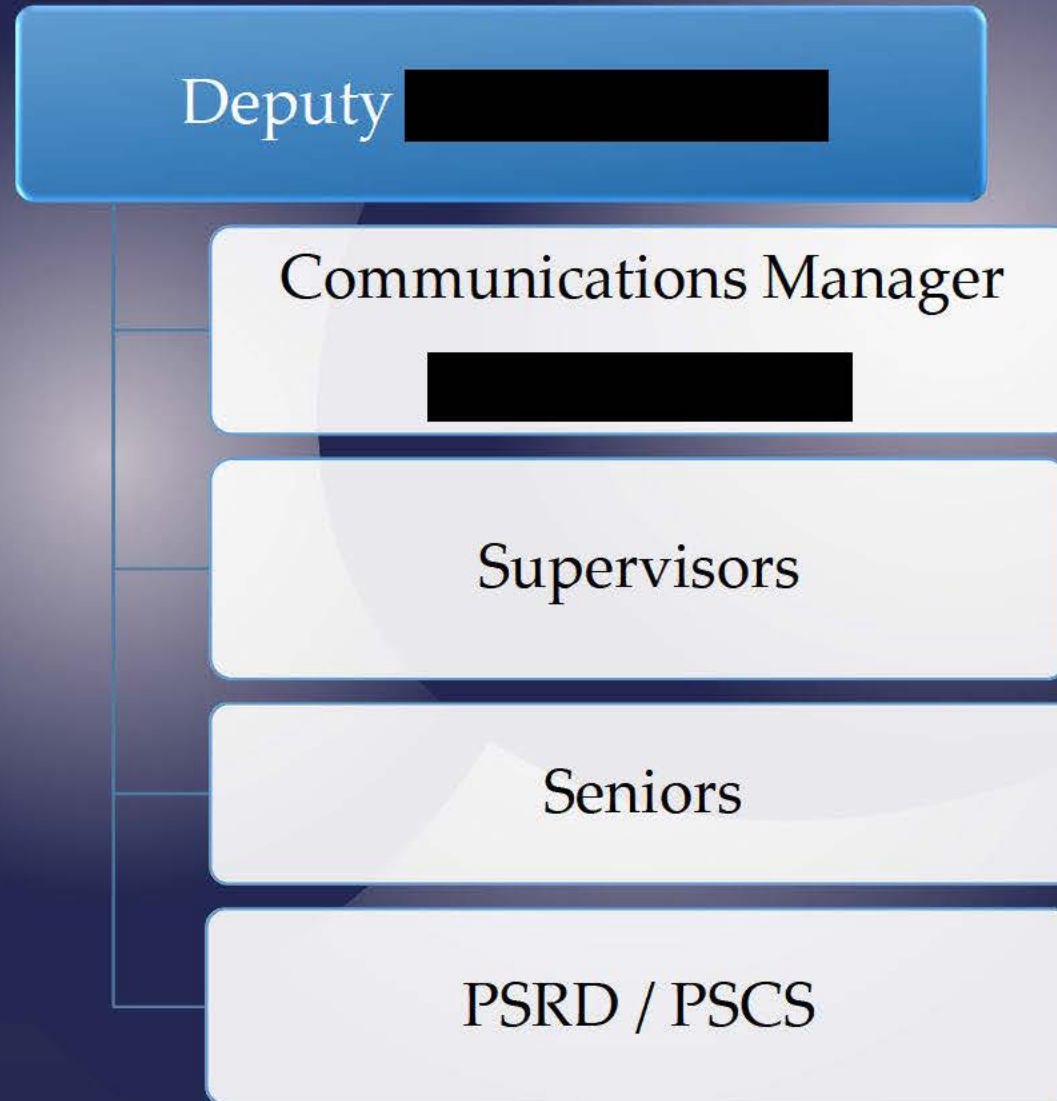
Our Work Environment

Dispatching

- Benefits
- Drawbacks/Challenges



Chain of Command



Open Door Communication

- * Review the appropriateness for discussing issue with Command Staff
 - Is it resolvable at a lower level?
 - Has supervisory staff been informed?
- * Can be an excellent method for cutting through red tape

Organizational Structure

- The method in which information is distributed in the organization



- Sworn and non-sworn personnel shall adhere to the chain of command for the department and division directives, grievances and discipline

Organizational Structure *cont.*

- Primary answering point for *all 911 and 311* calls in San Jose
- San Jose Police Communications is the only dispatch center for the police department
- San Jose Fire Communications shares the building but works under their own agency

Policies and Procedures

- Communications Policy and Procedure Manual
- RAD – Rules and Directives
- San Jose Police Department Duty Manual
- City of San Jose - City Policy Manual

Progressive Discipline

The City of San Jose's policy is to administer discipline with the goal of corrective, rather than punitive, action whenever possible.

City Policy Manual 2.1.3

Levels of Discipline

- Termination
- Demotion
- Suspension
- Salary Step Reduction
- Letter of Reprimand (LOR)
- Documented Oral Counseling (DOC)
- Training/Counseling



<http://www.c2essentials.com/making-progressive-discipline-your-friend/>

A 2201 DISCIPLINE

Discipline refers to management actions designed to correct the conduct or performance of employees who fail to meet established standards, or to dismiss from City employment a habitual problem employee, or one who is engaged in grossly unacceptable behavior. Causes for discipline and types of discipline are listed in the San José Municipal Code (§ 3.04.1370 – DISCIPLINARY ACTION AND DISMISSAL) and in the City Policy Manual 2.1.3 – DISCIPLINE [2016].

Personnel are subject to progressive disciplinary action if they have not responded to previous actions. Certain conduct and circumstances may be serious enough to warrant severe disciplinary action without prior lower level discipline. One or more of the following actions may be taken by the Chief of Police, subject to Civil Service Rules (SJMC § 3.04) and, when necessary, the approval of the City Manager:

- Training/Counseling
- Documented Oral Counseling (DOC)
- Letter of Reprimand (LOR)
- Salary Step Reduction
- Suspension
- Demotion
- Dismissal

Other disciplinary action that the Chief of Police deems appropriate.

For specific discipline related definitions and/or processes, refer to the City Policy Manual 2.1.3 – DISCIPLINE POLICY [2016].

Career Development & Opportunities

Public Safety Communications Specialist

- C.T.O – Communications Training Officer
- C.I.T. – Crisis Intervention Team
- C.I.S.M. – Critical Incident Stress Management
- Academy Instructor

Career Development Opportunities *cont.*

Public Safety Radio Dispatcher

- C.T.O. – Communications Training Officer
- C.I.T. – Crisis Intervention Team
- C.I.S.M – Critical Incident Stress Management
- Academy Instructor
- D.R.T – Dispatch Response Team
- Tape Custodian
- Promotions: Senior, Supervisor, Assistant Communications Manager, Communications Manager

Misc. Committees

- Vertical Staff
 - Police
 - Communications
- CAD Committee
- Phone Committee

Public Contact



We are the *link* between the public and public safety

Training & Educational Resources

- Agency
- Professional Publications
- Professional Organizations: APCO, PSCMA, NENA, NAED
- Formal Training

Any Questions?