



# Police Talk: A Scenario-Based Communications Workbook for Police Recruits and Officers

*Jean Reynolds Ph.D., Mary T Mariani Ph.D., Debbie J. Goodman*

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A must-have guide for all law enforcement personnel, this state-of-the-art book helps develop and sharpen the verbal skills so important to modern police work. Based on actual situations that bring the realities of the profession to life, it focuses on the challenges faced by today's community police officers, and offers practical and often lifesaving instruction in a wide range of communication skills. Begins each chapter with theory and quickly moves to real-life applications, with many examples of dialogue (both effective and ineffective) between officers and citizens. Covers such skills as interviewing, notetaking, conflict resolution, problem-solving, dealing with handicapped persons, coping with job-related stress, domestic violence, sensitivity and diversity issues, assertiveness, use of authority, sexual harassment, and more. Emphasizes officer safety and shows how effective communication skills can defuse an explosive situation. Features real-world policing scenarios throughout, and helps readers learn to recognize and handle the kinds of manipulative ploys often used by persons who are breaking the law so that they can perform their jobs more effectively and with a higher degree of safety. For recruits, veteran police officers, and others in the criminal justice profession.

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