

# Course Syllabus

## CJ 224 – HY Professional Communication Skills

[criminaljustice@everettcc.edu](mailto:criminaljustice@everettcc.edu)

### Course Description:

Criminal justice professionals rely on strong communication skills to effectively balance community and criminal justice concerns. Effective communication is, arguably, an officer's most useful tool. An overview of effective communication processes for criminal justice professionals including verbal and non-verbal communication, interviewing and interrogation methods, courtroom demeanor, and effective citizen and violator contacts. This course is designed to enhance the communication and interpersonal skills of those entering the criminal justice profession.

### Class Format:

This is a multi-media class participation course that will **require** active participation by all students. We will combine lecture, research, class discussion, and roll playing to enhance our learning experience.

**Required Texts:** None

### IMPORTANT DATES:

### Expectations:

**Participation in class activities is crucial. Ask questions, make comments, and share your knowledge, insights, and opinions. Everyone's input is valued. You may have that significant axiom that someone else has been waiting to hear.**

### Learning Objectives:

Upon completion of this course, the student will be able to:

- 1. Identify and describe basic communication processes.**
- 2. Define, discuss, and demonstrate an understanding of effective communication skills.**
- 3. Appreciate the value of empathic listening and effective feedback.**
- 4. Delineate and discuss verbal and non-verbal communication.**
- 5. Recognize, and be able to effectively react to another person's verbal and non-verbal signals and behavior.**
- 6. Assess the multicultural communication needs of your community and adjust one's verbal and nonverbal message accordingly.**
- 7. Demonstrate effective interviewing and interrogation techniques.**
- 8. Recognize and interpret proper courtroom demeanor.**
- 9. Identify and practice effective citizen/violator contact methods.**
- 10. Understand how emergency communications differ from daily communication and how to be most effective under emergency circumstances.**

## COURSE POLICIES

### 1. Student/ Instructor communication:

There are three basic methods of contacting me.

1) Canvas message: Up in the top right hand of your screen next to your name is an Inbox. If you click on that, you can message me or another member of class. Canvas messaging works great.

2) Campus email: You may also use my EvCC email account. When you email, **please make sure to put your name and the class in the subject line**. Sample subject line: "Your name, CJ101". Be sure to include your current email address if you do not use your EvCC student email address.

3) In person: You can always talk to me before class, after class, or schedule a meeting in my office. My office is located in Liberty Hall 269.

My goal is to reply to students as quickly as possible and I check email multiple times per day. I make every effort to reply to student emails within 24 hours (unless I specify otherwise, such as if I am out of town or in a family emergency type situation). *If you do not use your college email account, be sure to include your email address so I know where to send the reply.*

**2. Announcements:** Every time you log on, check to see if there are any current announcement(s). Announcements are **required** reading for this course. I may post critical course information in the announcements, sometime multiple times per week. Nothing is more frustrating to me than having a student asking what is going on in the class when I have carefully explained it already in the announcements and that student is not reading them.

**3. Course format:** This is a multi-media student participation course that will **require** active participation by all students.

I have arranged our Canvas course into weekly assignments. Each week's assignment contains information and direction related to the assigned topics for that week.

**A. Weekly assignment availability and due dates:** Each weekly assignment is available on the first day of classes. That means that you may work ahead on all assignments as you wish. However, keep in mind that every assignment has a definite close date.

**B. Homework format and submission:** Keep in mind that even though you are submitting work electronically, you are still responsible for the correctness of your writing. For each and every assignment that you submit in this course, please use college-level English. That means proper sentence structure, use of full and complete sentences, proper grammar, spelling, and capitalization. If you need help with your writing, please let me know and I can direct you to some helpful writing resources (in addition to always giving you specific feedback on the work you submit to me). As far as how to submit your work, complete all of your work in your favorite word program, and then cut and paste the work into the drop box and hit submit. I recommend saving all assignments just in case something happens and you need to re-submit. **You may also use an email attachment.** Just follow the simple instructions provided in the assignment by Canvas.

**C. Homework deadline policy:** In general, whether I'm teaching a face-to-face course, hybrid or online course, **I do not accept late work**, and this course is no exception. With that being said, I do understand that sometimes things happen in our lives that we have no control over. We get sick, our kids get sick, we encounter family emergencies, our other work gets in the way, etc. So I allow each student **one** "late" exception so that assignments can be turned in late (with my approval, which you can get by emailing me) this quarter. So if you need to use your "one week late" card, simply email me and ask. I will reply and let you know that it is ok. Then all late work is due by the very next regular due date. Exams are to be on time, no exceptions.

**D. Grade availability:** My goal is to have each week's homework or quiz graded and posted in the grade book within one week of the original due date. You can access your grades by clicking grades on the left hand of your screen.

**E. Exams:** It is particularly important to submit exams on time. Exams will not be accepted late at all, no exceptions.

**5. Original work policy:** All work submitted by students in this course is to be original. This means, of course, that plagiarism (turning in someone else's words or ideas as if they were your own) is unacceptable in all its forms, and should it occur, it will be dealt with severely according to EVCC policy (see student handbook). Beyond understanding the penalties for intentional plagiarism, however, it is important that students realize that all work turned in for this course must be the original work of the student, prepared specifically for this class. Turning in an assignment that will also be used (or has already been used) in another course is strictly forbidden unless advance permission is received from all instructors involved. Additionally, it is imperative that, before undertaking to include research materials in an essay, students clearly understand the difference between "unintentional plagiarism" and careful, legitimate research with appropriate citation. If you are unclear about what plagiarism is, take a look in the plagiarism file located in course information. If I catch a student cheating, the consequences can be failure of the item or possibly failure of the entire course.

**6. Classroom behavior policy:** The college classroom, both "live" and electronic, must be a working and learning environment in which adults treat each other with respect. Students who demonstrate a disregard for working, learning, adult behavior, appropriate use of language, or respect for others' ideas may be asked to leave the class. When posting/messaging fellow students, be sure to pay attention to your "tone" of voice, think before sending or posting something, read your email aloud to yourself prior to sending or posting, do not send or post in

ALL CAPS (it is like yelling), proof your emails and posts for spelling and grammatical errors, and don't chat or digress too much from a topic without explaining how your digression relates to the topic at hand.

**7. Students with disabilities:** Students who have documented disabilities that require accommodations in compliance with the Americans with Disabilities Act should contact the student services office, as well as, me in order to ensure that together we create an optimal environment for educational achievement.

**8. Advice on navigating the class:** You are responsible for thoroughly reading the assigned information and textbook chapters at the beginning of each week. Take your time and be sure you understand the material before getting into the power point presentations and assignments.

A note to the wise: Even though weekly homework is not due until Monday morning, give yourself plenty of time to complete it. It may take you longer than you think!

## **10. STUDENT RIGHTS AND RESPONSIBILITIES:**

**In this course, students have the right to an instructor who will:**

- help students to learn
- be organized, and share that organization with students
- establish realistic goals
- pay attention to students' needs
- be aware of different learning styles
- participate consistently
- maintain open lines of communication
- be a good resource for students
- share knowledge
- consistently offer constructive criticism
- maintain an open mind
- treat the course and all its participants with dignity and respect

**In this course, the students are responsible for:**

- learning
- participating in class consistently (I do monitor your participation)
- submitting all assignments on time
- participating in all activities of the course

- seeking assistance when it's needed
- maintaining open minds
- giving the course and all its work their best effort
- taking control of their own attitude, time, and performance
- treating the course and all its participants with dignity and respect