**I. COURSE TITLE:** Interpersonal Communication

**COURSE NUMBER:** 1115 **CATALOG PREFIX:** CJUS

**II PREREQUISITE(S):**

None

**III. CREDIT HOURS:** 2 **LECTURE HOURS:** 2

**LABORATORY HOURS: OBSERVATION HOURS:**

**IV. COURSE DESCRIPTION:**

This course analyzes the basis of effective communication in corrections and law enforcement by focusing on report writing, interviewing and interpersonal communication skills. Students will learn note-taking techniques and learn how to gather information from an interview/interrogation. Verbal and non-verbal communication methods are explored in addition to the planning, organizing, preparation and editing processes for reports.

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**V. ADOPTED TEXT(S):**

*Written and Interpersonal Communication: Methods for Law Enforcement,*

5th edition

Harvey Wallace & Cliff Roberson.

Pearson Education.

ISBN-0-13-262368-4

**VI. COURSE OBJECTIVES:**

At the conclusion of this course, students will be able to:

* Discuss the preparatory steps for conducting an interview/interrogation.
* Explain the importance of interpersonal communications in the field of corrections and law enforcement.
* Understand the process by which an interview/interrogation is conducted.
* Analyze the elements of and the process for developing a thorough report.

**VII. GRADING**

Students will be required to complete written exams, quizzes, presentations, and/or homework assignments at the times designated by the course instructor. Late assignments will be considered for half credit.

Grades will be awarded using the following schedule:

A= 90 – 100 %

B= 80 – 89 %

C= 70 -79 %

D= 60 – 69 %

F = 59 %and below – Student will be required to repeat course

Honesty and integrity are major elements in professional behavior and are expected of each criminal justice student. Cheating is an unacceptable behavior within all criminal justice courses. Students having academic difficulties should seek guidance and/or assistance from the instructor, academic advisor, or college counselor.

A student observed or found to be cheating on a test or assignment in any criminal justice course will be given a “zero” on the test or assignment. A written report of the incident, signed by the instructor and the student, will be placed in the student’s file. This notice will remain on file and in effect for the remainder of the student’s enrollment in the criminal justice program. Should a second incident of cheating occur in any criminal justice course, the student will be given a failing grade for the course and will be dismissed from the criminal justice program for one year. The “zero” grade for dishonesty will not be used as the drop grade in a course in which a drop grade option is given.

**VIII. COURSE METHODOLOGY:**

Lecture, discussion, journals, case studies, and other methodologies may be utilized as appropriate to the course objectives.

**IX. COURSE OUTLINE:**

1. Interpersonal Communication
   1. Definition
   2. Verbal & Non-Verbal Messages
   3. Effective Listening
2. Interviews and Interrogations - Preparation
   1. Definition and Purpose
   2. When to Conduct an Interview/Interrogation
   3. Time and Location of Interview
   4. Preparing Relevant Questions
   5. Determining Who Will Be Interviewed

3. Interviews and Interrogations - Process

1. Establishing Rapport
2. Focus on Significant vs. Irrelevant Questions/Discussion
3. Proper Manner of Speech & Vocabulary
4. Directing an Interview/Interrogation
5. Documentation and Note-taking

4. Other Types of Interviews

1. Informational
2. Persuasive
3. Employment
4. Preparing a Report

A) Elements of a Good Report

B) Research, Outlines and Organization

C) Descriptive Writing

D) Use of Proper Grammar, Spelling Punctuation, Verb Tense, Sentence

Structure, Capitalization, Abbreviations, etc.

E) Conciseness Accuracy

1. Correcting and Editing
2. Various Types of Reports

A) Form Reports

B) Formal Reports

C) Research Reports

D) Analytical Reports

E) Supplemental Reports

1. Tools

A) Word Processor

B) Dictaphone

C) Fax Machine

D) Internet, E-Mail

**Sample Course Outline\***

**Criminal Investigation**

Week 1 Class Introduction and course outline

Chapter 1: The need for Effective Communication

Week 2 Chapter 2: Oral versus Written Communication

Week 3 Chapter 3: The Communication Process

Week 4 Chapter 4: Improvement of Communication

Week 5 Test over Chapters 1, 2, 3, & 4

Chapter 5: Special Communications Issues

Week 6 Chapter 5: Special Communications Issues

Week 7 Chapter 6: Communication in Publics

Week 8 Chapter 7: Basic Reports

Week 9 Chapter 8: Drafting Affidavits and the Use of Reports in Court

Week 10 Test on Chapters 5, 6, 7, & 8

Chapter 9: Questioning

Week 11 Chapter 9: Questioning

Chapter 10: Interviewing and Interacting with Victims of Crime

Week 12 Chapter 10: Interviewing and Interacting with Victims of Crime

Chapter 11: Interviewing as an Art

Week 13 Chapter 12: Hostage Negotiations

Week 14 Chapter 13: Law Enforcement Records

Week 15 Test on Chapters 9,10,11,12, & 13

Week 16 FINAL EXAM (Comprehensive)

\*Instructor reserves the right to organize work to meet the objectives of the course.

**X. OTHER REQUIRED TEXTS, SOFTWARE AND MATERIALS:**

Supplemental Readings may be assigned by the instructor.

**EVALUATION:**

There will be four 100-point examinations including a comprehensive final exam. All exams will contain material from earlier in the course/program. Students are expected to achieve a passing score of 70 on three of the exams. The exam with the lowest score will not be counted toward the final grade. MAKE UP EXAMS WILL NOT BE PROVIDED.

Homework Assignments:

Each student will be responsible for Homework Assignments at the end of each chapter in the textbook. Homework Assignments will be due the following class after the each chapter is completed in class. Homework assignments must be handwritten. Late homework assignments will receive half credit..

**Final Grade Calculation:**

Measuring Tool Number Required Maximum Points

Exams 3 @ 100 points each 300

Homework Assignments 13 @ 15 points each 195

Class Participation 15

510

Grading Scale:

500 – 459 = A

458 – 408 = B

407 – 357 = C

356 – 306 = D

306 – 0 = F Must retake course

**XII. SPECIFIC MANAGEMENT REQUIREMENTS:**

Student Responsibilities:

If enrolled in a face-face section:

To meet the objectives of the course, students must attend all scheduled classes. At the beginning of the quarter, instructors will pass out a class schedule that lists all class meetings. If a student must miss a class due to extenuating circumstances, then the student is expected to call and inform the instructor by either talking with the instructor or leaving a message should the instructor not be available.

Students will be allowed two class absences. Unexcused absences over two times will result in a drop of one letter grade from the final grade, i.e. the third absence would reduce a final grade of “A” to a “B.” Two instances of significant tardiness or leaving early will be considered to be equivalent to an absence for purposes of this calculation.

Specific login and activity requirements will be indicated in the initial instructions for any online sections.

Note: Work submitted in this class may be seen by others. Others may see your work when being distributed, during group project work, or if it is chosen for demonstration purposes. Other instructors may also see your work during the evaluation/feedback process. There is also a possibility that your papers may be submitted electronically to other entities to determine if content is original and references are cited appropriately.

Need for assistance: If you have any condition or situation which will make it difficult for you to carry out the work as outlined, please notify the instructor as soon as possible. Students with disabilities may contact the Disabilities Service Office, Central Campus at 800-628-7722 or 937-393-3431.

Instructor’s Responsibilities:

The instructor will enhance and expand the meaning and application of the subject matter covered throughout the course. At the beginning of each quarter, the instructor will distribute syllabi listing all class sessions and course requirements. The instructor will facilitate class discussion and be available to students who need additional educational assistance

**XIII.** **OTHER INFORMATION:**

**Classroom courtesy and decorum**

Old –fashioned courtesy and mutual respect are the order of the day. Rude behavior of any sort will not be tolerated. It is especially important that there be no disruptions that hinder the learning process during class. Such disruptions include, but are not limited to sleeping, eating, listening to iPods, talking and or text messaging on cell phone or other device, using wireless internet connections not related to the subject matter being covered in the class room, reading newspapers, or other unrelated materials during lectures, coming late, leaving early, etc. If you have a need to engage in any of the aforementioned activities, kindly do it somewhere other than this classroom. If you engage in any of the aforementioned activates the instructor has the authority to remove you from the classroom and remove you from the class list.

**Cheating**

STATEMENT OF ACADEMIC HONESTY

(Southern State Community College Catalog 2009-2011, pp.53-56)

Southern State Community College is committed to providing educational opportunities that promote academic, professional and personal growth in students. To these ends, all members of the college are expected to uphold the highest academic and ethical stands.

Types of Academic Misconduct

1. Any unauthorized use of material (books, notes, of any kind, and so forth) during an examination, test, or quiz.
2. Copying from another student’s work, permitting one’s work to be copied during an examination, test, or quiz.
3. Unauthorized use of equipment (computers, calculators, or any type of educational or laboratory equipment).
4. Permitting a person to pose in one’s place during an examination, test, quiz, or posing as another person during an examination, test, quiz.
5. Altering an examination, test, quiz, or any other type of evaluated work in an effort to have the work re-evaluated for higher grade.
6. Plagiarizing or permitting one’s work to be plagiarized.
7. Using unauthorized or improper methods to determine in advance the contents of an examination, rest, or quiz.
8. Unauthorized use of computer software during an examination, tests, or quiz.
9. Submitting as one’s own a work of art, a speech, or oral report, a musical composition, a computer program, a laboratory project or any other creation done by another person.

Plagiarism Defined

Plagiarism can be defined as copying someone else’s words or ideas and passing it off as your own. This includes copying material from the World Wide Web, the Internet, books, videos, and all copyrighted material without express permission and documentation.

Possible Sanctions for Academic Misconduct

By an instructor:

Instructors must state possible options at the beginning of a quarter of what sanctions they will apply to cases of academic misconduct. Instructors may choose any of the following possible sanctions:

“F” for an individual examination, test, quiz, or evaluated project.

“F” for the course.

Refer the case to the Academic Appeals Committee.