



California Association of Code Enforcement Officers

Effective Communication and Interview Techniques

Learning Domain #231

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Introductions

- Instructor Introduction
 - Tracey Towner, CCEO
 - T Towner Consulting
- Retired County of Riverside – 34 years
- Santiago Cyn College - Instructor
- CACEO Board of Directors- Reg 6
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DISCLAIMER

- CACEO is a statewide organization serving the needs of a diverse group. Some information may not apply to your agency at this time but will still serve you well during your career.
- The instructor is not an attorney and the information provided is not intended to serve as legal counsel. Review any actions with your organization's legal counsel before proceeding.
- Your agency policy is the authority under which you should act. Any information in conflict with your agency policy should be reviewed with your supervision and management.

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Training Goals

Effective communication skills, tactics, and techniques is an important part of investigation and case preparation.

Students will learn and understand their role in communicating with and interviewing interested parties who they encounter during their daily duties.

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We are going to see a lot of videos today! This first one models great communication skills and de-escalation tactics.

Forward Meet the Fockers – Tasered & Arrested (2:49)

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Effective Communication

Effective communication is an officer safety issue! It starts with us.

TedxEustis – Use of Force – Fred Jones (15:32)

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Effective Communication Skills

- Be Calm
- Be Reasonable
- Be Present
- Active Listening
- Understanding non-verbal Communication
- Be Empathetic
- Earn Trust
- Develop Rapport
- Speak with a Smile

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BE HUMBLE!

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BE HUMBLE!
BE RESPECTFUL!

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BE RESPECTFUL!
DE-ESCALATE!

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Effective Communication Skills

How to speak so people WANT to listen:

How to speak so that people want to listen- Julian Treasure (9:58)



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Speak to your Audience

- Be Professional
- Be Aware of your audience
 - Special needs, language, level of understanding, communication barriers, cultural beliefs.
- Avoid jargon or technical language



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Speak to your Audience

- Be Professional – ALWAYS start with a smile

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- Be Professional – ALWAYS start with a smile

Identify yourself, your agency, your dep/div and why you are here.

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Speak to your Audience

- Be Aware of your audience
 - Special needs
 - Language
 - Level of understanding
 - Communication barriers

➤ Students work together to create list and discuss how to handle each.

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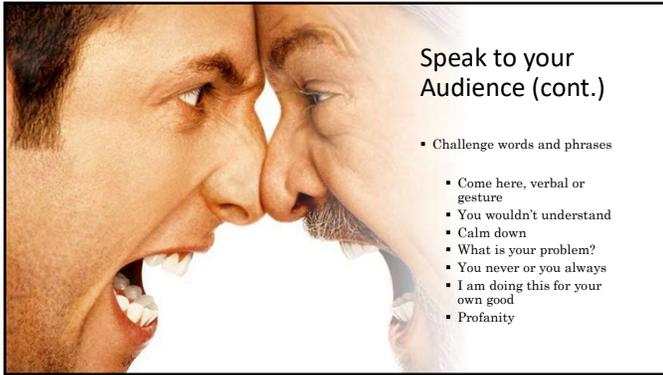
Speak to your Audience

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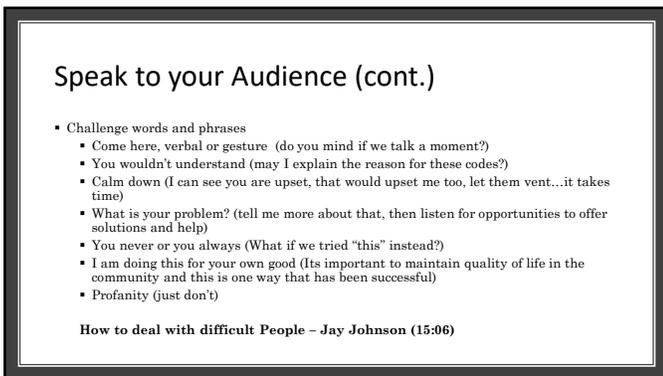
➤ Students give examples

JARGON

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Effective Interview Skills

- Guiding the conversation
- Be clear and succinct
- Focus on facts

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Effective Interview Skills (cont.)

- Interview vs. Interrogation
- Clarify vague points
- Ask for details

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Effective Interview Skills (cont.)

- Confirm questionable or confusing information
- Rephrase questions when answers are evasive or confusing
- Do not make accusatory statements disguised as questions
 - Why questions
 - How questions

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- Identify and keep your own biases aside
- Keep your opinions private
- Evaluate your tone of voice and volume
- Be aware of your non-verbal cues

Practice Self Awareness

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Practice Self Awareness

- Don't become defensive
- Don't become angry
- Don't personalize

How not to take things personally? – Frederik Imbo (17:36)

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Reading People

- Stress Response
Awareness of risk, fight or flight

"FIGHT OR FLIGHT"
ACUTE STRESS RESPONSE

REACTIONS

- Increased alertness
- Increased short term strength
- Increased ability to handle stress
- Heightened ability to focus
- Increased oxygen to the brain
- Faster, deeper breathing
- Heightened sense of smell
- Body and mind are hyper alert

OTHER RESPONSES

- Perception increases to cool body
- Muscle tension increases to prepare for "fight or flight"
- Saliva production decreases
- Metalloids open up considerably
- Inflammation increases
- Blood flow from skin surface is directed to larger muscle groups & brain
- Body extremities can change temperature
- Blood pressure increases

Increased blood flow to brain
increased production of catecholamines (epinephrine, norepinephrine, dopamine) which help to facilitate cognitive performance

Pupils dilate (Peripheral vision is reduced)

Heart rate increases

Faster, deeper breathing

Increased blood flow to large muscle groups

Adrenal hormones (epi and norepi) released, resulting in increased energy mobilization

Digestion slows dramatically

Blood pressure increases

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Reading People

Tools to analyze behavior:
POSTIVE / NEGATIVE

- Overall behavior during interview
- Eye Contact
- Answer
- Timing
- Voice

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Situational Awareness

- Know your surroundings
- Trust your feelings
- Avoid complacency
- Continually assess the situation
- If threatened:
 - Exit Plan
 - Live to fight another day

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