



RIVERSIDE COUNTY PROBATION DEPARTMENT

Serving Courts • Protecting Our Community • Changing Lives



Course Title: (Class 4.3: Effective Communication)

Hours of Instruction: 2

Course Objectives:

- 4.3.1 Identify effective ways to give commands to juveniles. (MCT)
- 4.3.2 Identify methods for speaking to a juvenile who is not complying with commands. (MCT)
- 4.3.3 Identify potential non-verbal cues and their possible meaning. (MCT)
- 4.3.4 Identify types of juvenile behaviors that can be prevented or mitigated through effective interpersonal communication. (MCT)
- 4.3.5 Identify the barriers to effective communication in a juvenile facility. (MCT)
- 4.3.6 Identify privacy implications related to answering questions or otherwise divulging information about juveniles. (MCT)
- 4.3.7 Identify potential problems related to communicating with fellow officers in the presence of juveniles. (MCT)
- 4.3.8 Identify the topics an officer should or should not discuss with a juvenile. (MCT)