

SECTION 2. LEGAL PSYCHOLOGY

2.1 An investigation of the effective police communication. law enforcement roles requiring language skills

Communication is a variety of contacts between people, due to the needs of joint activities.

The peculiarity of communication is in its inseparable connection with the activity. Activities are the main environment and a necessary condition for the emergence and development of contacts between people, the transfer of necessary information, mutual understanding and coordination. The meaningful side of communication is always information due to the needs of human interaction [35, p. 102].

A person's activity is almost always in interaction with other people, and in his plans, he is forced to take into account the desires and capabilities of people who can contribute to the realization of his intentions, or become an obstacle to his goal [34, p. 48].

Within the greater field of criminal justice, law enforcement officers act on the front lines of the law to maintain authority and keep us safe. They are on the streets, at the borders, and in our airports, seaports, parks, and prisons. When officers are able to speak the same language as the individuals they encounter, they enhance communication, promote safety, and prevent dangerous misunderstandings or unnecessarily violent escalations.

In recent years, highly televised protests and shootings involving police officers and racial or ethnic minorities are all too familiar and continue to illustrate the struggle for representatives of the law to build trusting relationships with the communities they serve. Sharing a common language is one way to drastically reduce communication roadblocks and foster better understanding.

A police officer must communicate with various sections of the public in the performance of his or her duties.

Therefore, there is an objective need for psychologically, linguistic, tactically and technically correct communication between a police officer and individuals.

First of all, you need to understand what the term “communication” means.

Communication is a mutual relationship, or business or friendly relationship [37, p. 1172].

Next, we will consider some psychological, linguistic and technical rules of communication that can be taken into account and applied by police officers. Communication in which partners manage to maintain the desired subjective distance for each of them can also be psychologically optimal. Because communication is the interaction of at least two people, subjective difficulties in its course may be caused by one or both participants.

Psychological reasons for this may be: unrealistic goals, inadequate assessment of the partner, his abilities and interests, misconceptions about their own capabilities and misunderstanding of the nature of assessment and attitude of the partner, the use of inappropriate ways to address the partner.

There is also a special kind of difficulty, which is the inability to realize meaningful motives for the individual with people around him. Difficulties in communication may also arise due to the fact that its participants belong to different age groups. The difference in life experience of representatives of different age groups in communication is manifested in the unequal level of development and manifestation of cognitive processes during contact with another person, unequal stock and nature of experiences, unequal variety of behavioral forms. All this is differently correlated with the motivational sphere, which in each age group has its own specifics [33, p. 240-241].

The means of communication include:

1. Language as a system of words, expressions and rules for combining them into thoughtful expressions used for communication.
2. Intonation, emotional expressiveness, which can add different meanings to the same statement.

3. Facial expressions, posture, gaze of the interlocutor can enhance, supplement or refute the meaning of the statement.

4. Gestures, as a means of communication, can be as common, ie to have assigned meanings, or expressive, for instance, to serve for greater expressiveness of language.

5. The distance at which the interlocutors communicate depends on cultural, national traditions, the degree of trust in the interlocutor.

The process of two-way exchange of information that leads to mutual understanding is called communication. There is also the concept of communicative competence, which means the ability to establish and maintain the necessary contacts with other people.

Causes of poor communication can be:

1) stereotypes – simplistic opinions about individuals or situations, as a result there is no objective analysis and understanding of people, situations, problems;

2) “prejudices” – the tendency to turn away everything that does not correspond to their own views, which is new, unusual;

3) bad relationships between people, because if a person's attitude is hostile, it is difficult to convince him of the fairness of your point of view;

4) lack of attention and interest of the interlocutor, and interest arises when a person realizes the importance of information for themselves (with this information you can get what you want, or prevent unwanted developments);

5) the habit of drawing conclusions in the absence of sufficient facts;

6) errors in sentence construction: incorrect choice of words, difficulty of communication, weak persuasiveness, illogicality, etc.;

7) incorrect choice of strategy and tactics of communication.

Before communicating with another person, you need to determine your interests, correlate them with the interests of the communication partner, evaluate him as a person, choose the most acceptable techniques and methods of communication. Then, already in the process of communication, it is necessary to control its progress and results, be able to properly complete the act of communication, leaving the partner

appropriate, good or bad, idea of himself and making sure that he had or did not want to continue communication.

At the initial stage of communication, his technique includes such elements as appropriate facial expression, posture, choice of initial words and tone of expression, movements and gestures, actions that attract the partner's attention, pre-aimed at his settings, a certain perception of information.

Facial expression should correspond to three points: the purpose of communication, the desired result of communication, and the attitude shown to the partner. Posture, like facial expressions, is also a means of demonstrating a certain attitude either to a communication partner or to the content of what is being said. Conversation with the interlocutor face to face, at close range, facilitates communication and means good attitude towards him, and conversation, looking away, standing half-turned or back, and at a considerable distance from the interlocutor, usually complicates communication and shows bad attitude towards him.

A formal tone means that the communication partner is not set up to establish friendly personal relationships. The transition to a friendly informal tone is a sign of good attitude, willingness of the partner to establish informal personal relationships. The presence or absence of a good smile on the face and at the initial stage of communication can indicate the same.

Communicative interaction of people takes place mainly in verbal (verbal) form – in the process of language communication. Its peculiarity is that it is in form and content aimed at another person, involved in the communicative process, is a fact of communication.

Speech is a means of emotional influence that stimulates or inhibits the action of a particular member of the group. Emotionally positive influence (encouragement) and emotionally negative influence (punishment) regulate the joint actions of partners. This contributes to a better understanding of situational goals, which improves the effectiveness of group activities. Without the use of the communicative categories of “approval” and “disapproval”, no coordination of joint activities is possible.

An act of verbal communication is a dialogue consisting of speaking and listening.

In dialogue, we are more interested in whether the other understood us than in whether we understood him. This distorts the communication process. The best way to avoid this is to reflexively listen. Its essence is non-interference in the language of the interlocutor (conditional-passive listening).

Neutral words like “yes”, “I understand”, “it's interesting” help to maintain the conversation, relieve tension.

Another method is reflexive listening. It consists in establishing feedback with the interlocutor in order to control the accuracy of information perception.

Reflective listening is necessary for effective communication due to the ambiguity of most words. This indicates the need for the ability to listen reflexively, for instance, to find out the real meaning of the conversation [38, p. 473-475].

Thus, dialogue is a form of productive, conflict-free and constructive communication to determine what is happening to understand the topic, the problem.

Language barriers – often in tandem with ethnic disproportions in the workforce – regularly prevent the law enforcement system from functioning as well as it could.

An important factor in improving the efficiency of law enforcement is to establish relations of police cooperation with the public on the basis of mutual trust, mutual understanding (understanding, evaluation of each other's interests and goals, accepting them as their own) and interaction; The relationship between the police and the population can affect the level of efficiency of police officers in the protection of public order, prevention and prevention of crime, fight against crime in general.

A police officer must have not only professional knowledge, but also at least sufficient skills in the basics of psycholinguistics, sociolinguistics, jurisprudence. The quality of a police officer's contact with different groups of the population will determine the effectiveness of his activities. One of the determining factors in the effective work of a police officer will be a properly formed professional communicative competence. In communication, the police officer: receives the necessary information to solve the crime; manages the conversation process,

sometimes in difficult conditions; transmits verbal information in writing. It is known from practice that the acquisition of communication skills can be delayed, which affects the adaptation processes in the professional activities of the police and can lead to frustration and dismissal.

The urgency of effective communication is typical not only for the National Police of Ukraine, but also for police systems around the world, where, as foreign experience shows, much attention is paid to the formation of professional skills of police officers, their professional knowledge, certain social skills. the ability to communicate, resolve conflict situations, etc.

The experience of working with police personnel in a number of civilized countries proves the existence of normative and psychological mechanisms for developing effective communication skills, which are quite acceptable in the National Police of Ukraine.

In particular, the organization of the German law enforcement is seen as part of the general concept of maintaining law and order, which provides for a comprehensive focus of the police on interaction with the population. The “Description of Tasks for the German law enforcement officers” emphasizes that the police, in carrying out their professional tasks, rely on the understanding and support of citizens. Reliance on the population is a prerequisite for effective policing. It is believed that the visible presence of the police and trusting contact with the population of the service should have a positive impact on the attitude of citizens to the police, its activities, strengthen personal security.

Much attention is paid to the problem of communication between the police and the population in the United States. Thus, in more than two hundred US cities, public patrol programs are in place. They are designed to ensure active police cooperation with the public. The essence of these programs is that patrol officers pay from their own eight-hour shift some time to establish and develop contacts with citizens. For example, in Dallas, where there is a Stop, Go and Talk program, in each of the three shifts, a patrol officer leaves his company car in a crowded place for at least 30 minutes, four days a week to communicate with the public. The process of such communication

may include explaining to teens how patrol car radio works, talking to employees in the store, at fairs, attending public meetings in libraries, community centers, hospitals, and more.

New York has the largest public policing program in the country. Each officer involved in the program pre-courses at one of the training courses at the Michigan Police Academy, consults with the police officers working on the programs, monitors the progress of law enforcement, and only then adapts the communication program to requirements of the site. When getting acquainted with the program, the question arises whether it does not interfere with the schedule of the police?

Answering this question, the police themselves say: “We need to find time to get acquainted in detail with the patrol station and the needs of residents. The program gives us this opportunity. People share our concerns, they learn to treat the policeman with respect, to trust him. And such things that you will never be told on the phone and you will never hear, sitting behind the wheel of a patrol car, are revealed to you only in conversation alone” [36, p. 3-4].

Ability to communicate with different people, patience and self-confidence is the basis of the success of police officers who participate in another program that operates in several US cities. This is the ROPE program. It was first introduced by the Elgin Police Department, Illinois. Subsequently, this experience began to be used in other cities. The police officers involved in the program live and work in problem areas, their main task is to create a healthy microclimate within a specific area. The city provides police and their families with housing, a patrol car, an answering machine, utility bills (except long distance calls) and all special expenses related to the program. In turn, the police are obliged to get acquainted with every resident of their area, to work with people living in it, to attend their meetings, to supervise all information leaflets and publications that are regularly distributed among the residents, and, in addition, to constantly communicate with them in order to identify existing problems and provide assistance in solving them. The maximum term of a police officer's stay in this job is three years. The results of the program are evidenced by changes in the nature of citizens' responses in the process of surveys conducted in one of the

neighborhoods. When the ROPE program was first introduced, residents answered “drugs and gangs” when asked about their biggest problems. Two years later, the same residents gave the same answer to the same question: “too loud music and noise from cars”. To prepare police officers for participation in the ROPE program, a training program has been introduced, which addresses such issues as “use” in the neighborhood, communication with residents, work at risk, overcoming failures and conflicts, etc .

Besides, absolutely all law enforcement roles at the local, state, and federal level are improved when officers have advanced language skills. More specifically, some responsibilities performed daily throughout the sector that require officers to communicate in a language other than English include:

- Addressing participants present at an incident in a timely and reassuring fashion to diffuse fear or tension and to restore community morale,
- Speaking with witnesses or victims’ relatives and taking accurate testimony,
- Investigating criminal activity and collaborating with colleagues across departments, and
- Educating the public while developing trusting relationships through speaking roles at schools or community special interest groups.

Perhaps the roles we most readily associate with law enforcement are those in policing or correction services. These sworn officers work at state and local levels to protect citizens and to respond to calls for help. They may also provide traffic assistance, delivery of first-aid, and security in courts.

Spotlight Example: New York Police Department (NYPD) officers speak over 70 languages. Should they come across a language in which they’re not proficient, the NYPD is equipped with Language Line cell phones to secure immediate contact with native speakers.

Special agents and investigators for the FBI and other federal services use language skills to communicate with victims and witnesses, review evidence and materials, and collaborate with international colleagues in foreign governments.

To sum up, the police officer must be communicative, be able to communicate with a wide range of social environment. Taking into account and using these positions by police officers during their activities can not only enhance their positive image, but also be a guarantee of achieving communication goals. Besides, it is necessary to pay attention to the fact that the most powerful weapon in the fight against crime is public support and assistance. Under modern conditions in the developed democracies of the world, the view of the police as an open system aimed at its activities to serve the public, analysis of the state of society and the causes of crime, flexible and rapid response to dynamic social and political changes. Accordingly, the police should take a proactive rather than reactive position, constantly preventing social tensions and preventing crime by solving citizens' problems and implementing self-service programs in the field of security. This places increased demands on law enforcement officers, their professional and personal qualities.

This provision is of great importance for the bodies and units of the National Police of Ukraine, their development as an organization that is becoming more open and accessible to the population, more responsive to its needs, able to provide high quality services, respond quickly to all changes in the environment. Ukraine is gradually gaining its own experience of cooperation between the National Police and the population, training police officers for this activity. Today it is important not only to update this experience, but also to fill it with new content, to introduce modern principles, approaches and standards of work, taking into account, inter alia, the experience of foreign law enforcement agencies in all its diversity and contradictions.