



COMMISSION ON CORRECTIONAL PEACE OFFICER  
STANDARDS AND TRAINING

# GENERAL STANDARD 008

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## GENERAL STANDARD 008

### COMMUNICATION

#### STANDARD

Correctional Peace Officers will have the Knowledge, Skills, and Abilities (KSAs) to effectively communicate and perform their duties efficiently and safely within the correctional and public environment. They will receive training and demonstrate proficiency in all aspects of effective communication, including situational awareness, stress management, personal protection, ethical decision making, and understanding verbal, non-verbal and written communication in the proper use of their authority.

#### COMPONENTS

All Correctional Peace Officers shall be trained in the following:

1. Body Language/visual cues/non-verbal communication.
2. Strategic communication (deliberate).
3. Effective communication.
4. De-escalation techniques.
5. Report writing.
6. Appropriate interactions between incarcerated persons and staff.
7. Active listening techniques.
8. Empathy.
9. Dealing with a diverse population.
10. Maintaining professional behavior and leadership among staff, incarcerated persons, and the public.
11. Safety standards.
12. Use of authority standards.

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13. Ethics standards.
14. Adaptive support techniques (as applicable).
15. Crisis (emergency) communication.

## **AUTHORITY**

California Penal Code 13601 (a)(1)

California Penal Code 13601 (d)

California Penal Code 13603 (b)

## **BACKGROUND**

An important responsibility of Correctional Peace Officers is their ability to effectively communicate in the correctional and public environment. Effective communication applies to all aspects of the working environment and across all manner of communication (i.e., verbal, non-verbal, and written). A Correctional Peace Officer must be able to convey lawful orders, give clear and concise directions, display confidence and authority, while effectively communicating in the work setting with staff, the public, and offenders.

Correctional Peace Officers can promote effective communication in the working environment by understanding their role and responsibilities as they pertain to their treatment of people, by applying discretion and ethical decision making in all courses of action and communicating effectively with persons of all backgrounds. They must be able to recognize dangerous situations, take steps to defuse the volatility, and maintain order in their assigned areas of responsibility. This is accomplished by maintaining situational awareness and using effective communication and interpersonal skills to de-escalate potentially violent situations, to exercise ethical decision making to minimize the use of force. They must follow and guide others in using established health and safety protocols, while promoting a strong and positive example for staff, the public and offenders. Only a well-trained Correctional Peace Officer can perform at this level.

## **REFERENCES AND CITATIONS**

Penal Code 830.2 and 830.5

California Code of Regulations, Title 15, Section 3000 Effective Communication; Section 3268 Use of Force; Section 3270 General Policy; Section 3278 Control of Inmates and Parolees; Section 3291 Employee Peace Officer and Law Enforcement Personnel; Section 3391 Employee Conduct; Section 3430 General Policy (Article 4, General Personnel Regulations)

CPOST GS001 Knowledge, Skills, and Abilities

CPOST GS002 for Core Subjects