

Canadian Police Knowledge Network

Course Training Standard

**CANADIAN
POLICE
KNOWLEDGE
NETWORK**



**RÉSEAU
CANADIEN DU
SAVOIR
POLICIER**

The Theory of Communication and Memory

Canadian Police Knowledge Network

Course Training Standard

Revision History

Course Title: The Theory of Communication and Memory
Date of Course Design: January, 2008
Date of Course Launch: February, 2008

Date of Revision: May 2008
Name of Person Dan Goodwin
Responsible for Toni Mills
Change(s): Heather Wilson
Summary of Change(s): Maintenance edits

Date of Revision:
Name of Person
Responsible for
Change(s):
Summary of Change(s):

Canadian Police Knowledge Network

Course Training Standard

Course Outline/Calendar Description

Course Title: The Theory of Communication and Memory

Delivery Method: Online

Course Description:

Communication is a fundamental factor in the success of a Peace Officer and plays a prominent role in day to day duties during the course of an investigation. Good communication skills, which include listening and non-verbal responses, are essential when interviewing victims, witnesses, or non-custodial suspects.

Understanding the potential impact of communication on the memory of a person being interviewed is also an important consideration. Subtle words and actions of an interviewer can often contaminate the information from a subject. However, understanding the process of human memory and retrieval can improve an interviewer's ability to extract accurate and reliable information from a subject.

This course will explore how communication is influenced by human perceptions, and how to recognize and avoid biases when communicating and investigating. It will discuss the importance of effective listening and establishing and maintaining a good rapport with a subject. It will also introduce the more widely agreed upon ideas about how memory retrieval processes, as well as how certain questioning techniques can affect memory.

Course Objective(s):

- Explain how effective communication is influenced by perception
- Explain how personal bias can influence communication and an investigation
- Explain how building rapport can lead to effective communication
- Explain how effective listening can lead to improved communication
- Identify various ways in which investigational information can be inappropriately disclosed to the public and/or media
- Explain how human memory is important to the discovery of investigative information and how it can be inadvertently influenced

Evaluation Standard:

Students will complete a final assessment consisting of 30 questions. Students will have three (3) attempts to successfully pass the evaluation. Pass criteria is 80%.

Target Audience: Police Officers

Duration: Two (2) hours

Price: \$50.00

Prerequisite(s): None

Language(s): English/French

Special Notes: None

Canadian Police Knowledge Network

Course Training Standard

Content Provider/Subject Matter Expert(s)

Content Provider(s): RCMP

Subject Matter Expert: Cpl. Dwayne Kelly

Cpl. Dwayne Kelly's main areas of expertise include interview/interrogation, deception detection, statement analysis, and search and seizure. In his 15 years of service, Cpl. Kelly has played a significant role in the development of operational policy and learning tools for the RCMP. For more than two years, he was the RCMP's lead Subject Matter Expert for the development of the "Integrated Investigational Training Strategy," the RCMP's National Investigative Training Program. Cpl. Kelly also developed:

- An interactive operational training tool for search warrant writing and training RCMP's National operational policy on search and seizure, interview, and interrogation
- Content material for the RCMP's Investigative Training resource, the "Investigative Toolbox"
- Numerous seminars and courses on all aspects of investigative procedure

In recognition of his contributions to police training and learning, Cpl. Kelly was awarded the "Commanding Officers Commendation" for training initiatives.

Subject Matter Expert: S/Sgt. Philip G. Scharf (retd)

S/Sgt. Philip G. Scharf (retd) acquired extensive experience in the areas of Major Crime Investigation, Interrogation, and Polygraph during 38 years of service with the RCMP. During that time, he undertook significant training in Forensic Polygraph and Major Crime Investigations and instructed at the Canadian Police College. S/Sgt. Scharf is recognized internationally as a leading police interviewer and interrogator. He lectured on, and investigated, major crime cases on behalf of Eastern and Western Caribbean Police Forces.

Canadian Police Knowledge Network

Course Training Standard

Course Evaluation Strategy

Evaluation Strategy

This course contains two forms of evaluation—practice activities and a final assessment.

Each practice activity provides the means for the learner to self assess, without scoring or tracking, in order to provide an environment to discover from mistakes and perfect their performance.

The final assessment provides a scorable/trackable function that assesses the learner on their overall knowledge gain. The final assessment serves two functions: it provides the learner with a pragmatic utilization of the knowledge; and provides data to the learner's organization so that it can provide the learner with additional remediation, or identify areas in the content that require critical attention and improvement.

Criteria	Practice Activities	Final Assessment
Question Creation	CPKN/Content Provider	CPKN/Content Provider
Question Types	<ul style="list-style-type: none"> • Multiple Choice • True/False • Drag and Drop • Scenario 	<ul style="list-style-type: none"> • Multiple Choice • True/False
Question Numbers	Varies by lesson	Pool of 106 questions – 30 questions asked on final assessment
Feedback	Correct/Incorrect	Correct/Incorrect
Remediation	None	Completion of final assessment will list areas that require review
Tracking and Scoring	None	Tracked and scored
Number of Attempts	Question level – 1 Module level – Unlimited	Question level – 1 Final Assessment – 3
Passing Criteria	N/A	80%
Reporting Requirements	None	Completion and scores

Canadian Police Knowledge Network

Course Training Standard

Lesson Outline

Course Title: The Theory of Communication and Memory

Lesson Title: Introduction to Investigative Communication

Duration: 15 minutes

Lesson Objective(s):

- None

Lesson Topic(s):

- The Foundation of the Canadian Criminal Justice System
- Going the Extra Mile
- Purpose
- Objectives and Principles
- Formula to Effective Interviewing

Evaluation Standard:

None

Resources Required:

- None

Special Notes:

Canadian Police Knowledge Network

Course Training Standard

Lesson Outline

Course Title: The Theory of Communication and Memory

Lesson Title: Communication

Duration: 15 minutes

Lesson Objective(s):

- Explain how effective communication is influenced by perception

Lesson Topic(s):

- Beliefs and Values
- Mental Maps
- The Editing Process
- The Communication Model

Evaluation Standard:

Practice activities

Resources Required:

- None

Special Notes:

Canadian Police Knowledge Network

Course Training Standard

Lesson Outline

Course Title: The Theory of Communication and Memory

Lesson Title: Personal Bias in Communication

Duration: 15 minutes

Lesson Objective(s):

- Explain how effective communication is influenced by perception

Lesson Topic(s):

- Personal Bias
- Impartiality
- Group Loyalty
- Hunches
- Tunnel Vision
- Avoiding Bias

Evaluation Standard:

Practice activities

Resources Required:

- None

Special Notes:

Canadian Police Knowledge Network

Course Training Standard

Lesson Outline

Course Title: The Theory of Communication and Memory

Lesson Title: Establishing Rapport

Duration: 15 minutes

Lesson Objective(s):

- Explain how building rapport can lead to effective communication

Lesson Topic(s):

- Rapport
- Positive First Impression
- Mirroring
- Similarity
- Understanding and Concern
- Distance
- Establishing Trust
- Rapport: Points to Remember

Evaluation Standard:

Practice activities

Resources Required:

- None

Special Notes:

Canadian Police Knowledge Network

Course Training Standard

Lesson Outline

Course Title: The Theory of Communication and Memory

Lesson Title: Effective Listening

Duration: 15 minutes

Lesson Objective(s):

- Explain how effective listening can lead to improved communication

Lesson Topic(s):

- The Importance of Listening
- Six Abilities that Lead to Effective Listening
- Effective Listening Principles

Evaluation Standard:

Practice activities

Resources Required:

- None

Special Notes:

Canadian Police Knowledge Network

Course Training Standard

Lesson Outline

Course Title: The Theory of Communication and Memory

Lesson Title: Communicating with the Public and Media

Duration: 15 minutes

Lesson Objective(s):

- Identify various ways in which investigational information can be inappropriately disclosed to the public and/or media

Lesson Topic(s):

- Persuasion
- Social Engineering
- Effects on Inappropriate Disclosure
- Tendency to be Helpful
- Ingratiation
- Moral Duty

Evaluation Standard:

Practice activities

Resources Required:

- None

Special Notes:

Canadian Police Knowledge Network

Course Training Standard

Lesson Outline

Course Title: The Theory of Communication and Memory

Lesson Title: Human Memory and Retrieval

Duration: 15 minutes

Lesson Objective(s):

- Explain how human memory is important to the discovery of investigative information and how it is inadvertently influenced

Lesson Topic(s):

- The Memory Stores
- Retrieval
- Forgetting Memories
- Suggestibility
- Children's Memory
- Children's Memory for Stressful or Traumatic Events
- Children's Suggestibility

Evaluation Standard:

Practice activities

Resources Required:

- None

Special Notes:

Canadian Police Knowledge Network

Course Training Standard

Lesson Outline

Course Title: The Theory of Communication and Memory

Lesson Title: Exam

Duration: Varies by learner

Lesson Objective(s):

- None

Lesson Topic(s):

- None

Evaluation Standard:

Final assessment – 30 questions

Pass criteria: 80%

Attempts: 3

Resources Required:

- None

Special Notes: