

COMMUNICATIVE COMPETENCE OF LAW ENFORCEMENT OFFICERS

COMPETÊNCIA COMUNICATIVA DE OFICIAIS DE JUSTIÇA

Olena Fedorenko 

Kharkiv National University of Internal Affairs
Kharkiv, Ukraine
fei090771@gmail.com

Natalia Miloradova 

Kharkiv National University of Internal Affairs
Kharkiv, Ukraine
natashaM69@ukr.net

Svitlana Kharchenko 

Kharkiv National University of Internal Affairs
Kharkiv, Ukraine
sicretvictoriy@gmail.com

Viktoriia Dotsenko 

Kharkiv National University of Internal Affairs
Kharkiv, Ukraine
valakh@meta.ua

Olena Makarova 

Kharkiv National University of Internal Affairs
Kharkiv, Ukraine
faynalena@ukr.net

Pavlo Chervonyi 

Kharkiv National University of Internal Affairs
Kharkiv, Ukraine
nepavel@ukr.net

Pavlo Makarenko 

Kharkiv National University of Internal Affairs
Kharkiv, Ukraine
makarval96@gmail.com

Abstract. The article deals with the actual problems of the communicative competence of law enforcement officers, in particular, the negative consequences for society caused by the lack of professionalism of law enforcement officers in the communicative sphere. The paradigm of the study is the assertion that the most important aspect of the professional activity of employees of the internal affairs bodies is to work with people, but unlike other professions, the specifics of building interpersonal relationships with people in internal affairs employees are determined by special working conditions, unusual circumstances, as well as occasions and situations dissimilar to each other. In this regard, there is a need to improve the communicative competence of employees of law enforcement agencies. From the standpoint of an integrative approach, an analysis was made of the phenomenon of the communicative competence of law enforcement officers; the existing gaps in this area and the necessary “points” for applying efforts to improve the situation were identified.

Keywords: competence, professional competence, communication, interaction, communicative competence, law enforcement officers (policemen).

Resumo. O artigo aborda os problemas atuais da competência comunicativa dos policiais, em particular, as consequências negativas para a sociedade causadas pela falta de profissionalismo dos policiais na esfera comunicativa. O paradigma do estudo é a afirmação de que o aspecto mais importante da atividade profissional dos funcionários da corregedoria é trabalhar com pessoas, mas diferentemente de outras profissões, as especificidades da construção de relacionamentos interpessoais com pessoas em corregedorias são determinadas por condições especiais de trabalho, circunstâncias incomuns, bem como ocasiões e situações diferentes entre si. Nesse sentido, é necessário melhorar a competência comunicativa dos funcionários das agências de aplicação da lei. A partir de uma abordagem integrativa, analisou-se o fenômeno da competência comunicativa dos policiais; foram identificadas as lacunas existentes nesta área e os “pontos” necessários para aplicar esforços para melhorar a situação.

Palavras-chave: competência, competência profissional, comunicação, interação, competência comunicativa, agentes da lei (policiais).

INTRODUCTION

In today's turbulent socio-economic conditions, a difficult criminogenic situation, the internal affairs bodies, more than ever, are in dire need of highly professional personnel with reliable theoretical knowledge and practical skills in performing their professional duties in everyday and emergency circumstances. An analysis of the professional activities of employees of internal affairs bodies shows that work with people directly occupies a central place in it. Accordingly, the success of such activities is largely determined by the ability to competently and professionally build communication. Each police officer, realizing his activities in the service team, must be able to organize information exchange, coordinate his activities with other employees, and determine interpersonal positions. The knowledge of the communication causes of

conflicts, the ability to negotiate determine the effectiveness of the employee's work not only in the service team, but also in the process of operational and service activities.

Researchers note that the scope of law enforcement body employee' communication is not limited to lawbreakers, the criminal world, but is increasingly expanding with the interaction with law-abiding citizens, the general population (Prokhorenko-Duchenko, 2015). In this regard, the communicative activity of law enforcement officers is based on two forms of communication: subject-subject and subject-object.

Subject-object communication implements the distribution of the roles of the manipulator and the manipulated between partners. Its characteristic variant is official communication in the form of orders, instructions, prescriptions, as well as interaction with violators of the law. As the analysis shows, such communication constitutes up to 50% of professional communication patterns of a law enforcement officer (Yevdokimova & Ponomarenko, 2018).

Subject-subject communication is implemented both in situations of communication between an officer and victims, and in many other situations when a law enforcement officer and another person are equally interested in communicating with each other. Obviously, such schemes are assumed in partnership models. Subject-subject communication is built on the basis of a culture of communication as a unity of socially, serviceally and personally significant values, attitudes, norms, rules of conduct and communication necessary for socially oriented interaction of law enforcement officers with other employees and citizens in the process of solving official and social problems that meet the requirements of laws, morals, and etiquette (Perkins, 2022).

The specificity of the sociability of a law enforcement officer is that he communicates, by the nature of his professional activity, with people of different ages, different professions, occupying different legal status. At the same time, the sociability of a law enforcement officer should fit into the framework of regulatory legal actions. At certain moments, acting and 're-embodiment', secrecy and a bright personality are required; one needs to be able to inspire confidence, dispose interlocutor to the frankness, hide own intentions and identify the risks of developing situations of interaction (Khurtenko et al., 2020; Miloradova et al., 2022).

In practice, in the process of official activities, police officers constantly face tasks of a psychological nature, the solution of which takes place in conditions of an acute shortage of time, when it is necessary to recognize the nature of an impending or already occurring event in a short period of time, objectively evaluate it and make the right decision.

In discussing the concept of communicative competence and its relevance to law enforcement, it is essential to refer to classic authors such as Hymes (1964) and Chomsky (1965). Hymes (1966) is particularly known for coining the term "Communicative Competence." In his work, Hymes highlighted the importance of not just linguistic knowledge but also the ability to use language effectively in various social contexts. This concept is highly relevant to law enforcement officers who need not only to understand legal terminology but also to communicate effectively with individuals from diverse backgrounds and navigate complex social situations.

Chomsky's work on syntax theory also has implications for communication within law enforcement. Understanding the structure of language and how it can be used to convey precise meaning is crucial for officers when issuing orders, instructions, or prescriptions, which are common forms of subject-object communication in law enforcement.

In summary, the concepts of communicative competence as introduced by Dell Hymes and the understanding of language structure by Noam Chomsky are foundational in explaining the importance of effective communication within law enforcement bodies. These concepts emphasize the need for officers to not only possess linguistic knowledge but also to apply it skillfully in their interactions with a wide range of individuals in various contexts, both in subject-subject and subject-object communication.

Thus, the communicative competence of law enforcement officers is defined as the willingness and ability to build contact at different psychological distances with different people. Communicative competence is an integrative and relatively stable psychological formation, including personal (personal qualities) and technological (knowledge, skills, abilities) potentials. Communicative competence ensures effective communication by implementing flexible communication strategies through verbal and non-verbal actions. The effective construction of the communication process depends on a certain set of knowledge, skills and abilities, i.e., communication and interaction skills.

It is known that the negative image of a police officer among the population, in particular, is generated by their rudeness when communicating with citizens, the so-called "police violence" (Hinton, 2021). The lack of the necessary components of communicative competence, in particular, when checking and

detaining suspicious persons, can even become a trigger for riots and following extremely negative social processes, which was clearly shown by the events in Ferguson and Baltimore (USA). According to the data of Council of Criminal Justice (USA), the majority of Americans consider that major changes in policing are needed (see Table 1 below).

Table 1. Americans' views of the need for changes in policing (Council on Criminal Justice, 2020).

	Major Changes Needed	Minor Changes Needed	No Changes Needed
All Americans	58%	36%	6%
Black Americans	88%	10%	2%
Hispanic Americans	63%	33%	4%
White Americans	51%	42%	7%
Democrats	89%	10%	1%
Independents	60%	36%	4%
Republicans	14%	72%	14%
Age 18-34	81%	16%	3%
Age 35-49	61%	33%	7%
Age 50-69	43%	50%	8%
Age 65+	46%	47%	7%

Statista offers a chart showing trust in the police as of 2022 by country (see Figure 1).

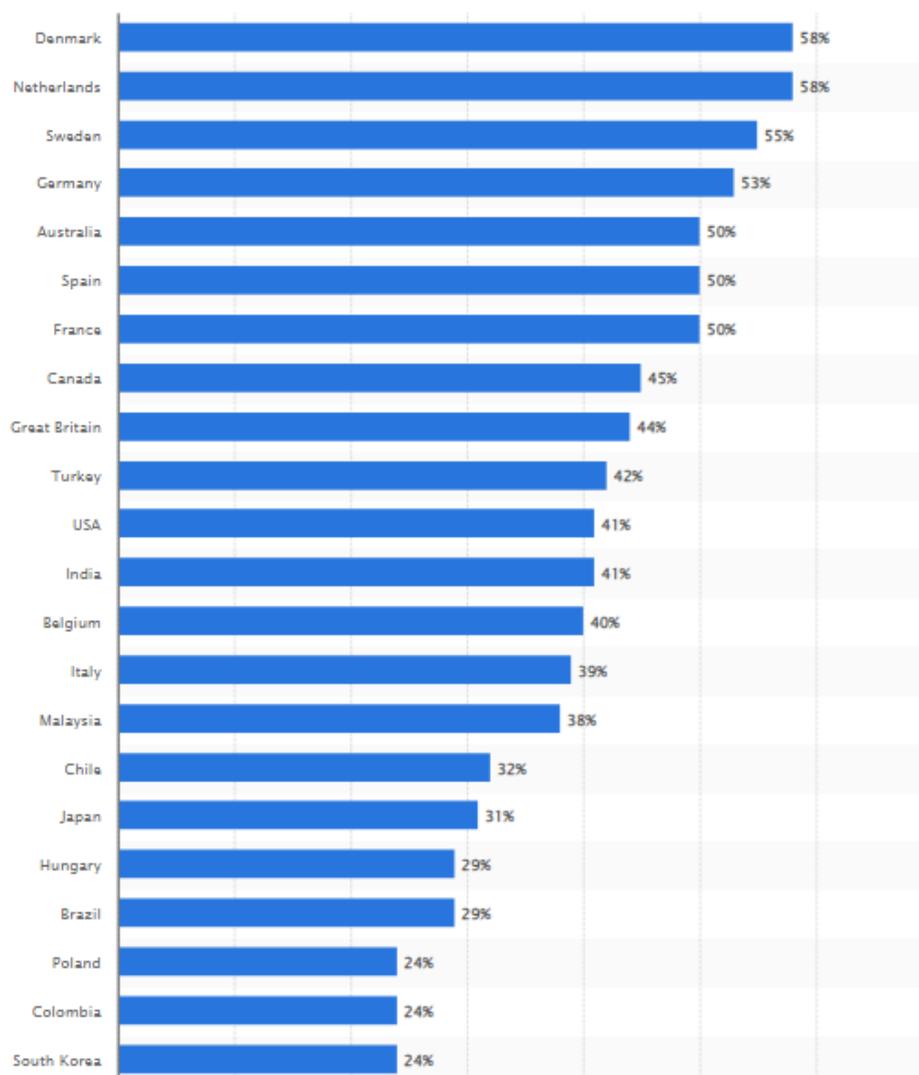


Figure 1. Trust in the police as of 2022, by country (Statista, 2022).

Obviously, the main reason for the current situation is precisely the lack of communicative competence of police officers, the lack of effective skills for balanced interaction with citizens.

Of course, in modern conditions, the official activity of police officers consists, first of all, in resolving the tense situation in society, eliminating the terrorist threat and other extreme factors. All these tasks are impossible to be solved without the ability to overcome physical and emotional interaction stress not only by forceful methods, but also by civilized psychological, ethical methods based on communicative interaction with participants in ongoing processes.

Thus, the availability of knowledge and skills in the field of communicative interaction and conflict resolution represents one of the important conditions for improving the efficiency of the personnel of the law enforcement bodies, and the study of issues of communicative competence is critically relevant. In turn, the formation and development of a police officer of the new time, capable of performing the tasks facing law enforcement agencies at a high professional level, depends on how fully and soon this will be implemented.

METHODS

The methodological and theoretical basis of the study is the principles of complexity and consistency in the psychological analysis of objects and phenomena. Also, the theoretical and methodological basis of the study was consisted of: general scientific methods (the approach of determinism; the principle of unity of the universal, special, and individual; the unity of theory and practice) and specific to psychology (approach of development; unity of consciousness and activity; personal-activity and system-psychological approaches), principles of studying social phenomena and processes; acmeological approach; provisions on the patterns of formation of professionalism; competence approach.

RESULTS AND DISCUSSION

In psychological science and practice, the role of communicative competence can be defined as a nodal system-forming category, since it can be used to explain a number of phenomena of interaction in the process of professional activity between people. In particular, the literature emphasizes that the communicative competence of an individual is an integrative personality formation characterized by adequate self-esteem, the ability to understand the inner world of another person, rebuild when external and internal conditions change, and navigate the use of verbal and non-verbal means in various communication situations (Fedorenko et al., 2021). Communicative competence is a moral and psychological category that regulates the system of an individual's relationship to nature and society, as well as to own personality as a result of the synthesis of both of these areas (Kovalenko et al., 2021).

It should be noted that communication processes play a significant role in the activities of a law enforcement officer. Almost every police officer should have a certain set of communicative qualities, whether it is a detective of the criminal investigation department, an investigator, an interrogating officer, a juvenile affairs inspector, a district police officer, as well as heads of police departments at all levels.

In studies devoted to the professional communication of law enforcement officers, communicative knowledge, skills, and personal qualities are distinguished, since communication is not only a structural component of professional activity, but also a special independent type of professional activity (Buckley, 2021). Success in solving many communicative tasks of an employee of the internal affairs body is due to a high degree of mastery of the psychotechnics of communication. Each component of the structure of professional and psychological readiness reveals a communicative orientation, highlighting communicative competence as a component of the professional skills of an employee of the law enforcement body. Among the professional and psychological qualities, the most significant in communication are the following: focus on people, the presence of appropriate characteristics in the emotional, volitional spheres, a high degree of development of the main characteristics of attention, observation, memory, thinking, imagination, intuition, as well as professional artistry, flexibility, ability to role behavior, professional and psychological stability (Nunez, 2015).

The nature of the communicative activity and the recognized communicative values depend on the communicative competence of a police officer, his needs and the specifics of motivation in professional communication. Indeed, due to the specifics of their professional activities, police officers often have to establish psychological contact with disinterested persons, and such communication should be quite productive, because sometimes the outcome of extreme situations (negotiations with a criminal, etc.) depends namely on successful communication.

The results of the analysis of the features of the performance of service by employees of combat police units (primarily of the police patrol service) make it possible to identify possible causes of conflict situations in the course of performing professional and service tasks. The following points can be noted as the most frequent and probable (Turpin, 2005):

- 1) increased emotional stress on the part of a citizen due to the attention of a police officer to him, or due to a negative situation experienced, etc.;
- 2) rude, disdainful, insulting attitude towards police officers on the part of citizens;
- 3) disobedience to police officers, failure to comply with their legal requirements;
- 4) emotional inclusion of official activities of outsiders – bystanders, witnesses, friends or relatives of the offender, etc. in the situation

Unfortunately, it must be admitted that the police officers themselves do not show communication skills in all situations of daily activities, focusing not only on the use of police force, but, above all, on other, non-forceful methods. Meanwhile, each case of the use of physical force must be preceded by actions to solve the task, relying mainly on persuasion, explanations, and other methods that involve developed communication skills. The exception is situations where a delay in the use of physical force by police officers can lead to consequences that are dangerous to the life or health of citizens, or an employee of the law enforcement body.

In addition to insufficient communication skills, no less common is the problem of building several constructive lines in the course of interaction with a citizen, the transition between which is determined by the behavior of the offender – for example, is the citizen in a state of intoxication, does he comply with the requirements of a police officer, does he show signs of aggression, etc. But the most destructive for building a constructive dialogue and, as a result, for resolving a conflict situation by non-forceful methods, is the employee's emotional response to provocations from a citizen: insults, defiant defiance or ignoring a police officer (Rowe, 2023).

No less dangerous is the unjustified delay in the dialogue, devoid of constructive content, because it creates conditions for the offender to exert emotional pressure on the police officers, creating a state of confusion and indecision, and as a result, it can allow them to escape from the scene of the offense or crime. Or, on the contrary, taking advantage of the confusion of employees, the offender can proceed to actions that endanger the life and health of citizens or the police officers themselves.

Each police officer, having passed the appropriate professional training, very quickly accumulates individual service experience, creates or borrows patterns of behavior in various situations, and rejects ineffective behavioral strategies. But such a “natural” way of accumulating communicative experience is distinguished by spontaneity of development and, as a result, unpredictability in the process of mastering the communicative sphere. It cannot be considered optimal, because as a result, distorted cognitive schemes may shape, forming an erroneous orientation and behavior in communicative situations, which inevitably leads to a decrease in the efficiency of operational and service activities.

The most appropriate way is to enrich the communicative potential of a police officer by undergoing special training on the formation and development of a “technological” base for the implementation of specific communicative actions, including in a conflict situation – the skills and abilities to use communicative means in order to adequately and safely perform the assigned official tasks in each specific situations.

Communication potential is understood by social psychologists as the ability to establish and maintain the necessary contacts with other people to ensure the effective flow of the communication process (Sampson et al., 2017). With psychologically competent management of situations of professional communication with certain groups of citizens (persons with deviant and delinquent behavior, those under administrative supervision, etc.), successful communicative contact can be achieved, but only if certain psychological knowledge is available. At the same time, the communicative competence of employees will be determined by the choice of effective ways of communication.

The communicative potential of a personality is interpreted by various authors in different ways, but in general it is determined by the degree and forms of sociability of a personality, the nature and strength of contacts that an individual establishes with other people (Cockcroft, 2012). In recent studies, communicative and personal potential is interpreted as a complex of the following communicative and personal properties: skills of ease of communication, adaptability, confidence, active position of interaction and social intelligence in general. An important role in the development of the components of the communicative potential is played by personal adaptation. Namely the ability of a person to adapt

determines the level of development of the ability for empathy, behavioral self-regulation, communicative competence, tolerance, etc. (Rowe, 2023).

As some researchers note, effective communication includes communicative foundations of three levels: psycho-physiological, psychological, and socio-psychological. So, at the psychophysiological level, in the framework of the study of communicative competence, much attention is paid to the characteristics of the nervous system (strength, dynamism, mobility, lability), the level of stability of attention, speed of thinking, memory capacity, psychomotor system, etc. At the psychological level, the patterns of person's behavior, his emotions and will, needs, motivations, and goals are considered. The socio-psychological level is determined by patterns caused by the inclusion of a person in social relations, his role positions, features of adaptation, socialization, communication skills and psychological compatibility.

A police officer with high communicative potential assesses the situation from the point of view of all the above levels and can, based on the data obtained, conclude whether a person who has agreed to cooperate can be of benefit to the investigation. Such employees effectively interact not only with ordinary citizens, but also with unbalanced and mentally unhealthy people, criminals, as well as rape victims and prisoners. For example, Washington State has developed strategic communication practices for police leaders to communicate more effectively with diverse communities and organizations. They are designed to provide a better understanding of communication strategies whose main message is that the police exist for the people, on behalf of the people, and in relation to the people (Hufnagel et al., 2017). Thus, the communicative potential of a law enforcement officer is a necessary functional element of his professional activity. It includes actions related to the establishment of psychologically and ethically expedient relationships with colleagues, management, citizens, of direct interaction with them in the course of solving legal problems.

Today, even in the most developed countries, in the system of the Ministry of Internal Affairs, more than half of the employees have an insufficient level of communication skills and skills to independently acquire and improve them. The main reasons for this are as follows (Carter, 2019):

- insufficient attention to the formation of these skills in the process of education, initial and professional training, as well as advanced training of employees;
- underestimation of the significance and importance of communicative skills in professional activities.

Therefore, these reasons actualize the need for the formation of communicative skills. Society's requirements for the professional qualities of police officers are constantly increasing, and an important place among them is given to the culture of communication.

Considering the essence and content of communicative skills, one should note their focus on the formation of the ability to communicate in one, several, or all types of speech (negotiation) activities. At the same time, speech activity is understood as an activity of a specific social nature, and communication skills are acquired through natural everyday communication or specially organized training (Honcharuk et al., 2021). In general, it can be concluded that speech activity consists in the materialization of a thought by converting it into a verbal form in order to achieve a certain effect (communication, influence, impact, etc.). So, communication skills are the ability to communicate, quickly and clearly establish the necessary interaction with people (friendly, businesslike), learn about the subject of communication and put knowledge into practice. The main skill of a police officer in the process of communication is the readiness for 're-embodiment' in order to establish closer and more trusting contact with all persons falling into the scope of his activities. In this regard, the employee must be able to competently and adequately navigate in situations of professional communication, contact with citizens of professional interest, exert mental influence and manage the development of communication with citizens. It is also important for an employee to be able to master self-regulatory psychotechnics and skills of emotional 'unloading' (Glennon, 2012).

The authors who have studied this problem propose to single out a highly specialized (legal) group and a psychological-pedagogical group in the system of communicative skills, which consists of the skills and abilities to resolve conflicts while maintaining own mental health. These groups should be clearly distinguished, since the use of exclusively legal communication skills leads either to unjustified police violence, or to the failure of work with important witnesses, or to other very negative results.

Communication skills of police officers have the following features:

- belonging to the intellectual abilities of the individual;

- negotiation (speech) character;
- acquisition in the natural environment of human life and with the help of specially organized training;
- possession of several types of speech activity.

Considering the structural elements of employee communication, one can distinguish the following:

- verbal-communicative, consisting of the ability to process, group, memorize information by giving it language designations;
- linguistic, consisting of understanding and the ability to produce an unlimited number of complete thoughts with the help of learned linguistic signs and the rules for their combination;
- verbal-cognitive, consisting in understanding the relevance of the reproduced information;
- metacommunicative, consisting in the knowledge of the conceptual apparatus necessary for the analysis and evaluation of the means of speech communication.

For the successful implementation of communication, a police officer must have the skills to conduct verbal and non-verbal information exchange, diagnose the personal characteristics and qualities of the interlocutor, convince and reasonably defend own positions, competently conduct oral and written speech, develop tactics, strategies, and techniques for interacting with people, organize joint activities to solve the set tasks.

In particular, the preventive nature of patrols often consists in the fact that the police intervene in a variety of conflict situations and, with their authoritative presence and psychologically competent actions, contribute to the preservation of law and order. It should be noted that the implementation of the “authoritative presence” of the police is psychologically based on the demonstration of state power, professional competence and combat capability and technical equipment. The traditions and culture of different countries determine the ambiguous attitude of the population to the direct perception of the power of the state in the person of police. In particular, in socially disadvantaged areas of large cities in the United States, Brazil, and Argentina, the visible presence of policemen provokes a feeling of fear and even hostility among some segments of the population. But in a prosperous social atmosphere, in gentrified areas, the presence of the police causes a positive reaction and contributes to a sense of security among citizens. A police officer with real communicative competence takes this feature into account when serving in disadvantaged city districts, skillfully maneuvering between a demonstration of power control and a friendly attitude, with an understanding of the social conditions in which the inhabitants of such districts and quarters are.

The problem of racial profiling in the United States escalated after the well-known events of September 11, 2001 in connection with the intensification of anti-terrorist work of law enforcement agencies aimed at a certain group of national minorities (mainly the Arab population and Muslims). As a result, there is now an increased need for specialized training for staff to work in a racially and culturally diverse environment. The reason for this is a rather significant number of conflict situations between police officers as representatives of the authorities and ethnic groups, who then accuse police officers of racial intolerance and racial disrespect and file lawsuits challenging the activities of the police. To protect against these types of lawsuits, police departments and academies seek to include training in cultural diversity as part of their courses. The professional and communicative culture of a police officer is a condition for the individual to realize the values of interpersonal and intercultural communication, its method and form, the basis of mutual understanding and interaction. In the process of communication in the professional sphere of activity of an employee of the law enforcement body, it is necessary to resolve issues of interethnic tolerance, and the role of integrative ideology in a multi-ethnic state is difficult to overestimate. However, despite ongoing efforts to enhance cross-cultural awareness of law enforcement officers, confidence in police regarding adequate attitude to different racial groups and avoidance of excessive unjustified violence dropped sharply in a decade (see Fig. 2 below).

The moral core of cultural values does not negate the deep differences that human cultures reveal at the level of historically developed forms of life. Considering human activity through the prism of the value orientations of society, it is customary to talk about social or asocial. It must also be remembered that in any culture there are so-called taboos, which are not just prohibitions that outline the boundaries of the human in this culture, but “inconceivable acts” that put a person on the other side of humanity. As a result of an individual's contacts with representatives of other cultures with a different perception of the outside

world, such person develops a feeling of “alien” (Asllani & Fisher, 2021). At the same time, representatives of some cultures demonstrate a particularly active, often aggressive self-determination, an exaggerated sense of pride in their cultural identity, which is observed, in particular, in disadvantaged African-American neighborhoods in large US cities, as well as in neighborhoods densely populated by Muslim migrants in France and some other countries of Western Europe.

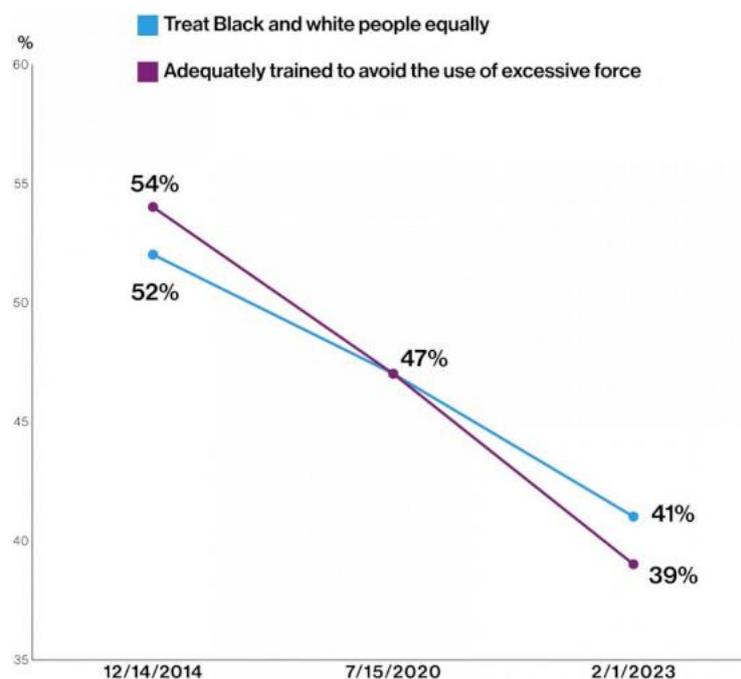


Figure 2. Dynamics of confidence in police, 2014-2023 (Langer, 2023).

However, the same behavior in different cultures receives a completely opposite assessment. Therefore, in addition to theoretical knowledge about cross-cultural differences, one of the important factors in the communicative competence of a police officer is the ability to listen. For effective listening, it is necessary to pay real attention to the interlocutor. In some cases, for mutual understanding, it is expedient to actively ask and ask again. Listening is the ability to communicate, and the operational officer needs to learn this first of all, since he often has to listen. In the process of listening, various aspects of the ability to listen are manifested, and it is extremely important to understand that listening and hearing are not the same thing. Listening is more than hearing. Listening is an active volitional act that includes mental functions (Asllani & Fisher, 2021). The professional activity of employees of the law enforcement bodies on the interaction with citizens is the case when it is necessary to listen especially carefully, as they talk about personal security, and this causes strong feelings in the interlocutor.

The necessary scenarios for the successful outcome of most communicative situations are sets of communicative actions, the analysis of which allows dividing them into two groups in accordance with two types of techniques. The first includes: observation (visual diagnostics); technique of speech, non-verbal communication, role-playing behavior, active listening. The second group includes the following actions: orientation in the situation, implementation of planning and flexible correction of communication depending on the circumstances and characteristics of the citizen, the choice of techniques and the establishment of psychological contact, the way out of it, etc. (Buckley, 2021).

Participant observation among American police officers, displayed in the relevant reports, showed that a clear presentation of communicative actions in the form of a certain sequence is unusual for many employees due to the fact that they consider the communicative situation as a spontaneously developing event (according to 63% of the district police officers). Only 37% of respondents considered communication situations as an event, the consequences of which (success) can be ensured through the implementation of a well-defined sequence of communicative actions (Cockcroft, 2020). The limited range of techniques for the implementation of communicative actions noted by employees, as well as their intuitive, spontaneous choice in relation to a certain category of citizens and situations, confirmed the insufficient level of socio-psychological awareness, which accordingly affects the effectiveness of performance.

Almost all spheres of interaction between a police officer and other people are simultaneously regulated by formal rules (service routine, behavior patterns corresponding to a representative of authority, official etiquette), which are fixed in nature, and rules of interpersonal situations that are dynamic in nature. Only the ability to find a reasonable balance between these components, in other words, to build their synergy, is an indicator of the formed communicative competence of an employee of law enforcement body. In professional situations of a policeman, there is a need to choose the optimal statement in terms of meaning, addressed to the interlocutor. A statement is optimal in its meaning when it is: a) sincere (“do not say what you are not sure about; do not say what you consider false”); b) justified (“do not say something for which you do not have sufficient reasons”) (Buckley, 2021).

Depending on the characteristics of the communicative situation, the factors symbolizing the situation, the nuances of its development, the police officer (for example, a district police officer) needs to master a large number of the most diverse communicative skills that make up the technological basis of communicative competence. The totality of knowledge, skills, and abilities, the possession of which allows the district police officer to navigate and effectively manage them in professional communicative situations, includes three groups: analytical and perceptual, psychological skills for the implementation of individual communicative actions, tactical and psychological (see Table 2 below), which in turn are divided into subgroups depending on the respective technique.

Table 2. Skills in the field of professional communication of a police officer (Perkins, 2022)

Analytical-Perceptual Skills	Technique
Ability to plan professional communication in various situations	Psychotechnics of professional observation of objects and environment of a communicative situation
Ability to analyze a communicative situation from the standpoint of own professional status, role	
The ability to carry out psychological introspection and assessment of own states and experiences in the course of communication	
The ability to carry out a psychological analysis of the statements of the interlocutor in the course of communication (to analyze the statements for their adequacy to the psychological state)	
The ability to understand the main and secondary in a conversation	
The ability to carry out a psychological analysis of the states and feelings of the interlocutor in the course of communication (to carry out a thorough orientation of the emotional state of a citizen through verbal and non-verbal channels)	
Ability to detect lies	
The ability to evaluate the interlocutor, anticipate his intentions, be aware of the position taken by the interlocutor in the conversation and the techniques used	
The ability to track the types of interactions of people in the process of communication	
The ability to analyze facial expressions, postures, gestures, the gaze of a communication partner and compare them with statements	
The ability to determine the nature of difficulties in communication (barriers), etc.	
Psychological Skills for the Implementation of Individual Communicative Actions	
The ability to carry out self-presentation in communication (perform self-presentation in the role of a specialist designed to help in solving personal legal problems)	Psychotechnics of establishing communicative contact
The ability to choose a communication style based on status-role positions (own and those of communication opponent)	
The ability to quickly, easily and in a businesslike manner engage in communication and get to the point of the conversation	
Ability to flexibly build and rebuild communication depending on the situation	
The ability to establish psychological contact, trusting relationships with various categories of communication partners (to choose a method of establishing contact that corresponds to the psychology of the interlocutor)	
Ability to overcome psychological barriers in communication	
The ability to choose, depending on the situation, a dialogical or monologue form of communication	Psychotechnics of persuasion, argumentation
The ability to convince (when persuading a person - the ability to find out his position and attitude to the topic, purpose, circumstances, and other aspects of the conversation; the ability to find those arguments that are convincing specifically for this particular person, the ability to obtain his principled consent; the ability to	

convincingly refuse; the ability, while convincing, to correct the behavior of the interlocutor; the ability to say a compliment to him, etc.)	
The ability to reasonably defend own position and refute proposals that are unacceptable for solving official tasks (the ability to convince, assert)	
The ability to influence the interlocutor, using various forms of verbal will-affirmation (order, demand, instruction, warning, warning, advice, suggestion, recommendation, request)	
Ability to lead a discussion, dialogue, consult	
Ability to take the initiative to start a dialogue and conduct it (to use various dialogue strategies)	
The ability to achieve the planned goal of the dialogue in such a way that the interlocutor retains the desire to continue cooperation	
Ability to manage the course of the dialogue and end it at the right time	
Ability to form feedback on all aspects of the conversation	
Ability to criticize	
Ability to ask questions	
The ability to make speech clear, understandable, logical, evidence-based, emotionally colored	Psychotechnics of speech
The ability to control the degree of presence of parasitic words, dialectisms, barbarisms, professionalisms, jargon, vulgarisms, etc. in the speech	
The ability to choose the right words that correspond to the purpose of communication, the situation, and the interlocutor	
The ability to correctly, expressively, and figuratively build speech statements (skills and abilities of verbalization, interpretation)	
Ability to control the pace of speech, pauses, intonation, volume	Psychotechnics of using non-speech means
Ability to control facial expressions, posture, gestures, gaze	
Ability to manage distance and location between interlocutors	
The ability to listen to the interlocutor, to penetrate the meaning of what is sometimes implicitly expressed in words (active, empathic, reflective, non-reflective listening)	Psychotechnics of “active” listening
The ability to provide mnemonic assistance (help in recalling forgotten information)	
Ability to maintain the flow of information through summarizing, etc.	Psychotechnics of emotional self-regulation
The ability to manage own states in crisis situations of professional communication (even out own emotional stress that interferes with dialogue without reducing the pace and effectiveness of the conversation; manage own states in crisis situations of professional communication; ensure psychological contact through an appropriate emotional state)	
Tactical and psychological skills	
The ability to take into account favorable objective situational conditions for professional communication (to choose a favorable place in terms of lighting, sound insulation, the presence of a social environment, etc. place of communication)	Psychotechnics of communicative behavior in holistic professional situations
The ability to take into account subjective (own and those of communication partner) prerequisites (factors) for the development of the situation	
The ability to build socially oriented communication in compliance with the basic forms of ‘ritual behavior’: greetings, performances, conversation on a generally accepted topic, etc. (the ability to take into account the cultural characteristics of ritual behavior with citizens living in the served territory)	
The ability to communicate within the framework of the production of individual elements of investigative actions (interrogation, confrontation, presentation for identification, inspection, search, investigative experiment, verification of testimony on the spot)	
The ability to verbally control the behavior of criminals, persons under the influence of alcohol, drugs	
The ability to build corrective-oriented communication (correct behavior and legal awareness) with various categories of citizens living in the service area, especially: a) persons under administrative supervision; b) witnesses; c) victims; d) juvenile delinquents; e) persons with suicidal tendencies; f) parents of juvenile delinquents; g) the mentally ill, etc.	
Ability to speak publicly and build socially oriented communication	
The ability to psychologically reliably carry out communication in various roles and positions, manage the initiative in communication	

The ability to understand and use slang speech to facilitate the achievement of a professional communicative goal	
The ability to prevent and overcome conflicts in relationships (the ability to act as an arbiter between the conflicting parties; the ability to understand their requirements; the ability to find a constructive line of interaction for all parties)	
Ability to regulate psychological states, emotions of communication partners	

Such an aspect of its activity as problem oriented policing deserves particular attention in the study of the socially oriented function of the police (Rowe, 2023). By implementing this activity, the police are primarily aimed at collecting information about the problems of a particular locality, region, whereas traditionally the police collected information about a specific crime, the offender. The police, therefore, should aim to systematically analyze and identify problems, followed by the necessary intervention (Carter, 2019). A long-term initiative approach, and not just a reaction to the criminal situation such a radical rethinking forced the police to turn from a “specific offender” to the problem of crime in general.

The principle of public orientation of the police should be embodied not only in a separate or specially allocated unit, whose employees are exclusively engaged in the prevention of crime and assistance to the population. The above principle should be applied in all aspects of the work of the police and all its units, including the investigation of crimes and the maintenance of law and order.

It should also be specially noted that one of the conceptual foundations of the modern model of the police is that the dominant strategy of its activity should be cooperation with citizens in order to jointly prevent the criminal, destructive impacts of individuals (groups) on the rule of law and public welfare. As part of the implementation of this model, the government of any democratic state focuses on changing the context of professional training of police personnel, in particular, on reformatting their psychological attitudes in terms of the use of power, shifting the dominant of professional activity from the readiness of the police department to directly suppress crimes to active preventive impact on the factors of the social situation provoking crime (Carlson, 2019).

In the countries of the European Union and the United States, the issue of the effectiveness of the police is inextricably linked with the formation of a positive attitude of the population towards law enforcement structures. The dominant idea is that the police, which want to control the situation, should definitely engage in prevention of crime, which in turn implies cooperation with the population. And for the police, this means real respect for the rights of a person and a citizen in the process of exercising any professional function of a police officer and should not be just a formal declaration of the need to respect the above rights. Thus, the police forms the attitude of the population towards itself, which makes it possible to identify the points of intersection of the interests of state structures and the citizen.

To this end, the police themselves need a solid assimilation (at the level of psychological attitude) of two basic principles:

- Human rights and police work are inextricably linked;
- Human rights do not impede the activities of the police on the contrary, they determine the boundaries of its work and the basis for the exercise of powers within the law.

At the same time, the police are interested in keeping the public informed about the problems and realities of their work, based on the principle that understanding the way the police work is a much more effective approach to improving relations with the population than detached observation and criticism from the outside.

In the process of service training in the police of the USA, Germany, France, Italy, etc. a special course “Work with the population” is studied. The departments of psychological, social work, relations with the population, public organizations, and the media are quite heavily represented in law enforcement agencies. However, in practice, in addition to obvious successes, there are also significant gaps. In particular, elements of corruption and a lack of professionalism do not allow effectively promoting the concept of police in the service of the population. In terms of organizational culture transformation, it is necessary to overcome the orthodoxy and inertia of the leadership and police officers who do not want to deviate from the usual authoritarian strategy and apply the “bottom-up” strategy (Carlson, 2019). The meaning of the latter is that namely ordinary employees who are in contact with the population receive from them the necessary information that serves as a guide in decision-making.

The following conceptual remark seems appropriate: the police in the service of society does not at all imply the transfer of police functions to the population. The implementation of this approach will be

successful in case of the participation of well-trained, professional police officers who fully understand their role and responsibilities, are able to collect information that would give direction to the decision-making process, and not vice versa.

In conclusion, it should be noted that the problem of acquiring communication skills by police officers does not lose its relevance due to the increasing requirements for the level of their professionalism. The importance of communication skills lies in the constant responsibility of police officers for the image of the law enforcement system for society and the authority of law enforcement officers in the eyes of citizens. The ability to build competent communication increases the efficiency of the professional activities of law enforcement bodies' employees. Communicative competence is not an innate characteristic of a policeman, but it is the result of the active acquisition of knowledge, skills, and abilities to interact with citizens based on self-education.

REFERENCES

- Asllani, H., & Fisher, J. (2021). Cultural implications of a study of police communication with minorities. *Journal of Business Diversity*, 21(3), 52-62.
- Buckley, J. (2021). *Interpersonal skills for police officers: A comprehensive guide to communication*. GRIN Verlag.
- Carlson, D. (2019). *When cultures clash: Strategies for strengthened police-community relations*. Pearson.
- Carter, T. (2019). *Police on a pedestal: Responsible policing in a culture of worship*. Praeger.
- Chomsky, N. (1965). *Aspects of the Theory of Syntax*. Cambridge: M.I.T. Press.
- Cockcroft, T. (2012). *Police culture: Themes and concepts*. Routledge.
- Cockcroft, T. (2020). *Police occupational culture: Research and practice*. Policy Press.
- Council on Criminal Justice (2020, October 7). Public perception of the police. <https://counciloncj.org/public-perceptions-of-the-police/>
- Fedorenko, O., Dotsenko, V., Petruk, O., Bedan, V., Vikhtiuk, A., Kudermana, O., & Izbash S. (2021). Research of the motivational component of professional activity of employees of the security and defense sector. *International Journal of Criminology and Sociology*, 10, 620-629.
- Glennon, J. (2012). *Arresting communication: Essential interaction skills for law enforcement*. LifeLine Training.
- Hinton, E. (2021). *America on fire: The untold history of police violence and Black rebellion since the 1960s*. Liveright.
- Honcharuk, V., Pohoda, O., Popovych, S., Fedorenko, O., Filipchuk, N., & Maftyn, L. (2021). The concept of conducting innovative competence of teachers in the space of educational activities. *Laplace Em Revista*, 7(3), 103-110. DOI: <https://doi.org/10.24115/>
- Hufnagel, S., McCartney, C., Nelken, D., & Hunter, R. (Eds.). (2017). *Trust in international police and justice cooperation*. Hart Publishing.
- Hymes, D. (1964), "Toward ethnographies of communication", *American Anthropologist*, 66 (6 part 2): 1–34, doi:10.1525/aa.1964.66.suppl_3.02a00010
- Hymes, D. (1966). "Two types of linguistic relativity". In Bright, W. (ed.). *Sociolinguistics*. The Hague: Mouton. pp. 114–158
- Khurtenko, O., Miloradova, N., Makarova, O., Dzhahupov, H., Bereziak, K., & Kravchenko, T. (2020). The process of individual decision-making in non-standard situations: Theoretical aspect. *BRAIN. Broad Research in Artificial Intelligence and Neuroscience*, 11(3), 17-36.
- Kovalenko, J., Gnatenko, K., Fedorenko, O., Karpets, L., & Kovalenko, R. (2021). Formation of vocational competence of future specialists in physical education and sports. *Pedagogika*, 140(4), 220-236.
- Langer, G. (2023, February 3). Confidence in police practices drops to a new low: POLL. ABC News. <https://abcnews.go.com/Politics/confidence-police-practices-drops-new-low-poll/story?id=96858308>
- Miloradova, N., Okhrimenko, I., Dotsenko, V., Matiienko, T., & Rivchachenko, O. (2022). Training technologies as a means of communicative competences development of prejudicial inquiry agencies' investigators. *Postmodern Openings*, 13(2), 1-22. DOI: <https://doi.org/10.18662/po/13.2/441>
- Nunez, E. (2015). Recruiting for emotional-social intelligence (ESI): Enhancing leadership, performance, community trust, and saving lives. *The Journal of California Law Enforcement*, 49(3), 6-14.
- Perkins, E. (2022). *Introduction to police culture: An anthology*. Cognella Academic Publishing.
- Prokhorenko-Duchenko, O. (2015). Theoretical and practical aspects of the formation of linguistic and communicative competence of police officers. *Scientific Journal of National Academy of Internal Affairs*, 1, 344-345.

- Rowe, M. (2023). *Disassembling police culture*. Routledge.
- Sampson, S., Blakeman, J., & Carkhuff, R. (2017). *Social intelligence skills for law enforcement officers*. HRD Press.
- Statista (2022, November 22). Trust in the police as of 2022, by country.
<https://www.statista.com/statistics/1274278/trust-in-police-worldwide-by-country/>
- Turpin, S. (2005). *Communications in law enforcement*. Pearson Education Canada.
- Yevdokimova, O., & Ponomarenko, Ya. (2018). Social intelligence of police officers in the context of their communicative competence. *Law and Safety*, 68(1), 31-38. <https://doi.org/10.32631/pb.2018.1.04>