

Community Expectations

Facilitator Guide

Session Overview

Intro & Learning Objectives	05m
Discussion – Community Policing & Good Policing	10m
GROUP EXERCISE – Community Expectations	30m
Discussion – 3 Components of C.O.P.	05m
End of Session / Break	10m

Total Session Time: 1 hour

Main Topics of Session:

- *Understanding Your Community*
- *Traditional vs. Modern Policing*
- *3 Components of Community Oriented Policing*

Facilitators Needed: 1 (Asst. Cmdr.)

Location: Classroom

Materials Needed:

- *PowerPoint - Community Expectations*
- **MEDIA** (1 min) – *Cop for a Day*
- **ASSIGNMENT**[p] - *Meeting Clients' Expectations Questionnaire*

Students Should Already Have:

[THUMB DRIVE]

- *HANDOUT - Traditional Policing vs. 21st Century Policing*
- *Completed Memo "Who is Peel?" – assigned at start of Mod 01*



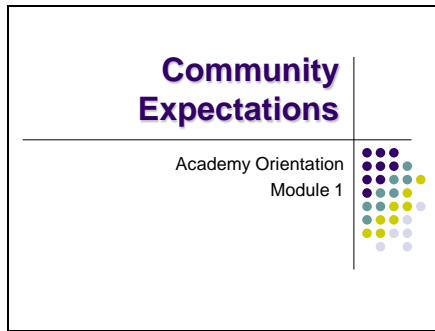
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MEDIA (1 min) - Cop For a Day

#1

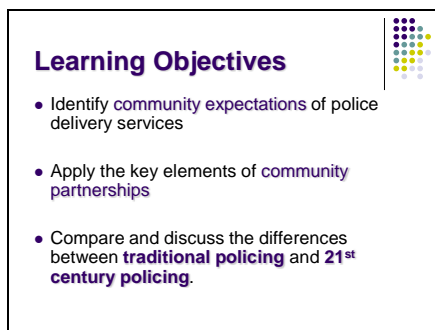


SAY TO CLASS

You have chosen to become a member of the law enforcement profession, with that comes duties and responsibilities of servicing the community. It is impossible to adequately serve a community without first understanding the community's needs and demands. In this session, you will identify what those are.

- Must understand the community to serve it

#2



Learning Objectives

- Identify community expectations of police delivery services
- Apply the key elements of community partnerships
- Compare and discuss the differences between **traditional policing** and **21st century policing**.



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GROUP EXERCISE - Community Expectations Questionnaire

Time: 30 min (10 work / 20 presentation)

Materials: **ASSIGNMENT[p] - Meeting Client's Expectations Questionnaire**

Instructions: This assignment will be completed in class.

In your squads, decide for each of the questions the approach that best meets current public expectations of the police and explain why you chose the answer. You will have a spokesperson from your squad present two or three answers and the rationale for choosing them.



NOTE TO FACILITATOR

Note that each of the responses would have met public expectations at different periods in history. The responses (a) were for the most part entirely appropriate in terms of the past expectations of community members from the periods discussed in Session 1. The responses (b) are consistent with today's expectations.

#3

Public's Expectations: Past & Present



- Expectations have changed
- Change is inevitable
- Agencies have reorganized
- Public wants to be involved
- Our country is increasingly more diverse



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DISCUSSION - Public Expectations: Past & Present

QTC: What are the community's expectations of law enforcement?

QTC: How has the community's expectations changed with regard to police service delivery?

AR:

- Public expectations with regard to police service delivery have changed.
- Change is inevitable.
- Given fiscal restraints agencies have reorganized, reducing supervisory levels and empowering front line officers to make decisions and act responsibly in the interest of clients.
- The public wants to be involved in setting priorities and problem solving on issues involving their safety and the safety of their communities.
- Our country is increasingly diverse and learning about communities is more and more complicated and integral to providing quality police service.



IMPORTANT POINT

As a result of changes and events that lead to public mistrust in the late 1990's, law enforcement looked for alternatives to the traditional bureaucratic model of professionalism. One alternative that received a great deal of attention and was implemented across the United States was community policing.

- Community Policing.



NOTE TO FACILITATOR

Discuss the three components of community policing: Community Engagement, Problem Solving, and Organizational Transformation.



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"Good"
Policing

#4

Defining "Good" Policing

- Developing community partnerships
- Knowing residential and business people on my beat
- Looking at things strategically
- Problem solving
- Being available



IMPORTANT POINT

Some recruits may hold some negative preconceptions about community policing. Explain to the recruits that the WSCJTC believes "community policing" is just "good" policing. It is about getting out into the community and developing partnerships with members of the community on your beat.

- Community policing is simply "good policing"



DISCUSSION - Defining "Good" Policing

QTC: How would you define "good" policing? What does it look like?

AR:

- Developing partnerships with the community
- Knowing the people in your assigned residential and business areas
- Looking at things strategically
- Solving problems
- Being available to citizens even when there is not a police call to handle



SAY TO CLASS

There are three core components which you should use to ensure you and your department are successful in fulfilling your responsibility to the public.

- 3 components



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#5

Community Engagement

- Working with citizens and community leaders to **identify problems** and to **identify solutions** to those problems.



IMPORTANT POINT

This definition recognizes that police work is not an isolated activity performed in a social vacuum. Even traditional police work, including preventative patrol, rapid response, and apprehending offenders, cannot be performed without the regular cooperation of ordinary community members.

- Police need the public's help



DISCUSS SELF-STUDY - Who is Peel?

From: Start of Module 1 / Student Thumb Drive

NTF: Students were encouraged to research Sir Robert Peel. Briefly mention Peel's role in the history of policing.

See these documents for further information about Peel and the history of modern policing:

- Facilitator Guide Supplemental Peel's Principles -Transitions in Policing
- Facilitator Guide Supplemental - History of Policing -Transitions in Policing
- Facilitator Guide Supplemental - Historical Timeline
- Facilitator Guide Supplemental - Transitions in Policing

#6

Problem-solving

- A process for analyzing a problem from several perspectives in order to seek the most thoughtful approach possible, which should also be the solution most likely to succeed.



Problem
Solving



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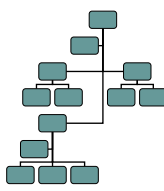
IMPORTANT POINT

This definition recognizes that while traditional arrest may often be necessary, there are many situations in which other options may be more effective in dealing with the problem long term.

- Problem solving

#7

Organizational Change



- changing the organization of the department to reflect the principles of community policing



IMPORTANT POINT

This definition recognizes that everything is always evolving and changing. With change being inevitable and rapid, we have to learn to constantly monitor, adapt and adjust. This style of policing is truly a mindset. You will leave here and find out how your agency works with your community.

- Police work is ever-changing



SAY TO CLASS

The following comparison chart will help you see in a very graphic way the differences in approach between traditional and 21st century policing. Throughout the academy, you will notice that the bulleted points under the 21st century policing column are integrated into the knowledge, skills, and abilities you will learn.

- Traditional vs. modern

Traditional vs. 21st Century



STUDY MATERIAL - HANDOUT - Traditional Policing vs. 21st Century Policing

Instructions: The info in this handout will be testable. Please make sure to read it and learn it.



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#8

Review

- How have community expectations changed?
- What are the key elements of community partnerships?
- What are some of the differences between traditional policing and 21st policing?



SAY TO CLASS

The following are objectives that you should now understand or be able to demonstrate:

- Identify community expectations of police delivery services.
- Apply the key elements of community partnerships.
- Compare and discuss the differences between traditional policing and 21st century policing.

In this session, you reviewed some of the key factors that have contributed to a change in policing model (i.e. philosophy or method). In the next session, you will learn about followers and followership which is a key ingredient to your success as a peace officer.



IMPORTANT POINT

The three components of community policing are:

1. Community Engagement
2. Problem Solving
3. Organizational Transformation (Organizational Change)

NTF: TEST QUESTION IS: As discussed in class, the three key components of community policing are Community engagement, Problem Solving, and _____.



BREAK/END OF SESSION

