

### **Displaying Empathy:**

- 1- "I want to understand what happened to you."
- 2- "You've just had a **traumatic** experience."
- 3- "I can understand why you're angry/scared/upset."
- 4- "I can see your side of things."

### **Active Listening:**

- Open posture
- Eye level
- Eye contact
- Giving full attention
- Not interrupting

### **Benefits of Giving Respect:**

- 1- honor your badge.
- 2- get respect (maybe).
- 3- strengthen public support.
- 4- develop informants.
- 5- get more statements.
- 6- may save your life

### **Active Listening / Conversational Prompts:**

- 1- statements
- 2- questions
- 3- parroting
- 4- minimal prompts

It's like starting a conversation in a single's bar:

"I've never seen you here before."

"Do you come here often?"

"Oh, you're from Seattle."

"mm, oh I see, yeah"

### **Before Leaving / Wrapping-up**

- 1- give the case #
- 2- give a phone #
- 3- give a **realistic** explanation of what's next
- 4- assess future needs