

Who We Are

The National Coalition Building Institute (NCBI) is an international non-profit leadership training organization based in Washington, DC. Since 1984, NCBI has worked to eliminate prejudice and to resolve inter-group conflict in communities throughout the world. See www.ncbi.org for more information.

NCBI's Record

NCBI was awarded several grants by the Office of Justice Programs at the U.S. Department of Justice and the COPS office (the community policing arm of the Justice Department) to bring together law enforcement and community leaders in three communities (Bethlehem, PA; Seattle, WA; King County, WA) for an eighteen month intensive train-the-trainer program in dialogue, trust building, and communication skill training.

In addition, NCBI completed training programs in conflict resolution, improving police-community relations, and leadership for diversity in the following communities:

- Atlantic City, NJ Police Department
- Danvers, MA: North Shore Community College Campus Police
- Frostburg, MD: City Police and State University Police
- Los Angeles, CA Police Academy
- Missoula, MT Police Department
- Syracuse, NY: City, Town, and Village Police Departments
- Syracuse, NY: County Sheriff's Office of Corrections
- Switzerland: Swiss Army, Zug Police and Thurgau Police
- Washington, D.C. Police Department: Mt. Pleasant community
- Watsonville, CA Police Department
- Weed and Seed initiatives in Miami/Dade, FL; Langley Park, MD; Lakewood, WA; and Allentown, PA

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NCBI accommodates people with disabilities upon request.



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Communication Skills for Law Enforcement and Community Leaders: Working Together in a Diverse World

"NCBI has developed a program that recognizes the essential ingredient of community policing — building trust and mutual respect between law enforcement and the community. By strengthening communication with the community, more viable partnerships are able to form and flourish."

Sandra Webb, Deputy Director
COPS Office
U.S. Department of Justice

Communication Skills for Law Enforcement and Community Leaders: Working Together in a Diverse World

The communication skills you need today are not the same skills your predecessors needed in their day. Good police and community relations contribute to the safety of everyone. The cornerstone of trust building is positive communication.

Participants who will benefit from this training program are: city, county, state, and campus police; corrections employees; federal law enforcement officers; detectives; civilian support staff and law enforcement managers; private security officers; and citizens interested in improving how police and community residents work together. Attendees will learn skills to effectively navigate the daily communication challenges of working in an increasingly diverse community.

This training program can be designed for law enforcement only or can be tailored for law enforcement and community members who want to develop better relationships and build safer communities together.

What are the learning Goals?

Law enforcement employees will learn how to:

- Effectively engage neighborhood participation in community safety efforts.
- Appreciate and work through diverse community challenges.
- Improve communication within the department, including within the chain of command.
- Identify successful recruitment strategies.

Community members will learn how to:

- Increase neighborhood participation in community safety efforts.
- Effectively support local law enforcement professionals for common goals.

- Increase trust between community activists and law enforcement officers.
- Appreciate and work with law enforcement officers to promote community well-being.

A law enforcement-citizen coalition will learn how to:

- Lead effective trust building workshops, meetings, and community wide forums.
- Take a leadership role in block watch meetings.
- Provide prevention and crisis intervention programs in the community.
- Lead conflict resolution sessions that teach others to find common ground in emotionally-charged issues.
- Build authentic relationships between law enforcement and residents so they can call on each other when difficult issues emerge.

What is the NCBI Law Enforcement Training Program?

The NCBI training program can be tailored to fit the unique needs of specific agencies or groups of law enforcement professionals and communities. The program can be designed as a half-day of instruction, or as one-day, two-day or three-day workshops. The training program can also be set up as coaching sessions to improve leadership and communication skills among officers, or between officers and community representatives.

The law enforcement training program provides a forum to:

- Develop practical communication and conflict resolution skills for respectful interactions between officers and members of the community.
- Develop communication methods for police and communities to create constructive, prevention-oriented steps to building safer neighborhoods.

In these training programs, law enforcement professionals and/or community leaders examine the current state of interactions and develop new strategies to resolve old and new challenges. This

is an opportunity for law enforcement and community members to think outside of the box and to share histories and experiences in a safe, respectful environment — away from the tensions of everyday life and work. Building upon the professionalism of all the participants and the premise that effective law enforcement depends upon good community relations, this training program encourages everyone to play a part in leading the way toward constructive change.

What people say about NCBI training

“Interactions with citizens is a constant in American policing. How officers communicate critical messages to those who live, work, or are visitors in their communities is essential to safe, positive outcomes of these interactions. NCBI’s work to enhance the capacity of the police to communicate successfully with citizens is both timely and of significant value to our officers and the people they serve.”

John Firman, Director of Research,
International Association of Chiefs of Police
(IACP)

“I am convinced that the only way we can make a dent in the crime that is overwhelming our neighborhoods is to build effective coalitions between community residents and law enforcement agencies based on trust and mutuality of purpose. This training is a good step in that direction.”

James Tice, Former Chief of Treatment,
PA, Department of Corrections, retired Site
Liaison, PA State Weed and Seed, current
Prevention Coordinator 222 Anti-Gang
Initiative, US Attorney’s Office

“The model teaches acceptance of diversity and improves communication skills. It helps change agents do their job without confrontation or open disagreement. Both of these areas are important in society today.”

Eric Jackson, “Police Brutality and the
Prejudice Reduction Model”, Law and Order
magazine, November 1992, Vol. 40, No. 11