

## WHO WE ARE

The National Coalition Building Institute (NCBI) is an international non-profit leadership training organization based in Washington, DC area. Since 1984, NCBI has worked to eliminate prejudice and to resolve inter-group conflict in communities.

## 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). One Grant was for the COPS and Community Project which brought 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, customer service and leadership for diversity in the following communities -

### EAST COAST

- Allentown, PA PD
- Atlantic City, NJ PD
- Bethlehem, PA PD
- Chester, PA PD
- Easton, PA PD
- Harrisburg, PA PD
- Missoula, MT PD
- Norristown, PA PD
- Philadelphia, PA PD
- Syracuse, NY City, Town, and Village Police Departments
- SUNY Cortland, NY PD

### WEST COAST

- King County, WA Sheriff's Office
- Monterey County, CA PD's – 4 Jurisdictions

### UNIVERSITY CAMPUSES

- Bowling Green State University PD - Bowling Green, Ohio
- University of Washington PD - Seattle, WA
- Frostburg State University PD - Frostburg, MD

## Working together in a DIVERSE WORLD

"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*

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NCBI Senior Training Associates Fae Brooks and Sue Parris, left, listen as an Officer openly shares at a training in Monterey County, CA

Communication Skills  
for Law Enforcement  
and Community Leaders:

**WORKING TOGETHER**

## COMMUNICATION SKILLS for Law Enforcement and Community Leaders:

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, constructive and ongoing communication, in addition to being aware of personal bias and pre-existing perceptions concerning race, culture, religion and sexual orientation.

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. 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 build coalitions that can develop stronger relationships and build safer communities together.

*“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)

## What are the LEARNING GOALS?

### Law enforcement employees will learn how to:

- Effectively encourage neighborhood participation in community safety efforts.
- Understand and work through challenges facing the communities they serve.
- 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.
- More fully understand how law enforcement operates.
- Better understand laws and how they work regarding police interaction with community members.
- Effectively support local law enforcement professionals for common goals that benefit the community.



A young boy shares his thoughts with another member of the community and a Police Officer, at a training in the Mantua neighborhood of Philadelphia, PA

Brochure printed courtesy of the UPS Store  
Bellwood Commons - Leesburg, VA

## What is the NCBI Law Enforcement TRAINING PROGRAM?

Tailored to fit the unique needs of specific agencies or groups of law enforcement professionals and communities, the NCBI Law Enforcement program can be designed to fit your needs. The training program can also include 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 that include de-escalation tactics 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 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.

[www.NCBI.org](http://www.NCBI.org)