

# Attachment 4: Part 3 of 4

# **Remember...**

**A courteous, professional, and respectful police officer who illustrates the opposite of bias and discrimination will...**

- Help create a partnership with the community**
- Build rapport with the people**
- Result in citizens becoming our allies**
- Enhance our effectiveness**

# Communication Guidelines

## 1) Explain yourself:

**Informing people why you stopped them will...**

- **Help dispel the perception that their particular stops are racially motivated**
- **Prevent altercations and misunderstandings from arising**
- **Usually turn an angry person into someone who appreciates your effort**

# **Communication Guidelines**

**Unless you tell a person why you stopped them, they are likely to believe that your actions were arbitrary.**

# Communication Guidelines

## 2) Do not assume that only criminals fear the police:

- **When police-community tensions are high, some people may fear the police out of mistrust, not because they have something to hide or are criminal.**
- **Some New Yorkers came here from places in which authorities have engaged in oppression of the civilian population. These individual will not always be able to distinguish you from the authorities who killed their families and friends.**

# Communication Guidelines

## 3) Be wary of ethnocentrism:

- Unless people are violating the law, we are not in the business of making judgments about their beliefs and customs

# **Communication Guidelines**

## **4) Understand the effect of proper tactics on innocent people:**

- Keep in mind that, when you stop and question people, you are letting them know that (in your judgment) they look wrong**
- You need to expect that the people you stop may resent it**



# Communication Guidelines

- 5) Be sensitive to individual's language preferences:**
- **Even individuals who speak English may prefer to speak their native language because it makes them more comfortable**



# Communication Guidelines

- 6) Be wary of being intolerant:**
- Intolerance may exist among police officers who are members of minority groups as well as those who are not**