**Communicative - Psychological Features of Foreign Languages Training of the Police Officer**

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In most countries there is an agreement that police training should cover both theory and practice. In many states, theoretical training includes such subjects as law, criminal statistics, criminology, police office work, crowd control principles, communication strategies, conflict management, civil unrest, and others. At the same time, the theoretical aspect of basic police training is often limited to legal knowledge, which in turn is reduced to memorization of the articles of the national law on the police, the provisions of criminal law and the criminal/procedural code. In a number of states, practical training focuses on sports training, driving, drill and firearms skills.

An aspect of training that is sometimes overlooked is the strengthening of cultural awareness. The cultural mechanisms that ensure communication are speech and language. It should be borne in mind that the communicative activity of police officers is peculiar. It has a number of psychological features that, on the one hand, make it very specific, on the other hand, can complicate it. One of the most important psychological features of communication in the internal affairs bodies is its professional orientation, associated with the need to identify the perpetrators of crimes, witnesses, victims, etc., that is, there is a certain set of communication parameters [1]. It is very important that the employee possesses the following necessary communicative qualities:

• the ability to quickly establish psychological contact with strangers and dispose them to yourselves;

• the ability to listen to other people;

• the ability to exert a psychological impact on people in the course of operational activities;

• the ability to overcome psychological barriers in communication;

• role skills [2].

An important feature of the police activities is that they have to face the confrontation of interested parties, which can manifest itself both openly and in a hidden form. In conditions of active confrontation (often in the most acute forms), the need for constant secrecy, encryption of one's goals, masking of actual social roles, it is very important that an employee be able to learn the skills of role behavior. Society in many countries is multinational and heterogeneous, and its composition is characterized by ethnic and cultural diversity. Despite the fact that, in theory, police officers are required to treat all citizens equally, in practice, discrimination still occurs [3].

The Human Rights on Duty[[1]](#footnote-1) report lists five problems with the traditional training system:

1. Closeness of vocational training institutions;

2. Insufficient or complete absence of public participation;

3. Discrepancies between theory and practice;

4. Residual principle in the approach to training on human rights and cultural awareness;

5. Limited opportunities for evaluation and external control.

The Council of Europe has developed a “Practical Guide for Police Training in the Field of Cultural Awareness” [4]. The Manual identifies six main objectives for such training:

• improve the knowledge of police officers in the field of human relations and understanding of their aspects;

• develop communication skills, especially in a culturally diverse environment (i.e. the ability to avoid misunderstandings in situations of intercultural communication);

• improve the professionalism of the police in terms of providing quality services to the population;

• foster respect for all citizens, regardless of their origin;

• strengthen the competence of the police to carry out their functions in a multicultural society;

• improve police officers' knowledge of laws and regulations relating to immigrants and racial discrimination. Some of these goals should be kept in mind when developing programs to prepare officers for policing in a multiethnic society [4].

All this explains the need for communicative training of employees of the internal affairs bodies, but this path is long and complicated, based on the trial and error method, and therefore not sufficiently reliable and effective. It is important that the employee in the process of communicative training get an idea of the most important psychological patterns of communication. Therefore, it is important to develop a training strategy that will help develop the understanding and attitudes of police officers necessary for the professional conduct of policing in a multicultural environment. Police officers should be well aware of the cultural characteristics of the communities to which they do not belong, but with which they will have to work. They should not just be culturally conscious, but well aware of the fact that all people have equal rights, and any form of discrimination, whether it be based on skin color, caste or religion, etc., is unacceptable.

**REFERENCES**

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2. Cushner, K. 2005. Communicating across international and domestic cultures. Crime & Justice International, Vol.21, № 88, pp.11–15.
3. Oakley, R., 1998. Police training concerning migrants and ethnic relations. Practical guidelines.
4. Kolarik, I. 1995, ‘Communication with non-English speaking people in emergencies’, NSW Police News, vol. 75, no. 6, pp.21–23.

1. In 1997 a Northern/Irish NGO, the Committee on the Administration of Justice (CJC), published a report titled Human rights on duty: International lessons for Northern Ireland. The report examines the study’s results of the problems associated with the transition to new forms of police organization and change management in the police departments of Canada, Belgium, the Netherlands, Australia, Spain, El Salvador and South Africa. The document contains chapters on police representativeness and training of officers. [↑](#footnote-ref-1)