SECTION 6

Community Relations/Professional Demeanor

6.1 – 6.6 COMPETENCY REQUIREMENTS

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List of Subtopics

Attestation

Instructions to Administrators

Instructions to FTOs

Note to Administrators

In order for POST to review and approve your agency’s Field Training Guide, you MUST submit the following electronic files:

1) The POST FTP Approval Checklist (Form 2-230)
2) Your department’s Policy & Procedure Manual
3) Your completed Guide (Volumes 1 & 2), including ALL competency requirements covered in Part 5, Sections 1–18.
6.1 COMMUNITY RELATIONS AND SERVICE
   6.1.01 Agency Responsibilities
   6.1.02 Community Service

6.2 PROFESSIONAL DEMEANOR AND COMMUNICATIONS
   6.2.01 Professional Principles
   6.2.02 Citizen Evaluations
   6.2.03 Inappropriate Verbal Language/Communication
   6.2.04 Inappropriate Nonverbal Language/Communication
   6.2.05 Explaining Actions to Citizens
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6.3 CULTURAL DIVERSITY
   6.3.01 Community Cultures
   6.3.02 Cultural Motivations and Biases
   6.3.03 Increasing Trust within Communities

6.4 RACIAL PROFILING
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   6.4.02 Profiling Behavior
   6.4.03 Constitutional Amendments
   6.4.04 Community History
   6.4.05 Agency Policy
   6.4.06 Focusing on Behavior

6.5 CRIME PREVENTION
   6.5.01 Citizen Support
   6.5.02 Forms of Crime Prevention

6.6 COMMUNITY-ORIENTED/PROBLEM-ORIENTED POLICING (COP/POP)
   6.6.01 Community/Problem Oriented Policing and Community Priorities
   6.6.02 The Crime Triangle
   6.6.03 Working with the Community to Solve Problems
   6.5.04 Leadership in Community-Developed Problem Solving
   6.5.05 Problem-Solving Model
### SECTION 6  COMMUNITY RELATIONS/PROFESSIONAL DEMEANOR

**CHECK ONE ONLY:** ☐ PHASE 1 ☐ PHASE 2 ☐ PHASE 3 ☐ PHASE 4 ☐ PHASE 5

**5.6** Community Relations/Professional Demeanor Page 3 of 31

#### Trainee

**FTO**

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### 6.1 COMMUNITY RELATIONS AND SERVICE

#### 6.1.01 Agency Responsibilities

The trainee shall explain the agency’s responsibilities to community service.

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### Additional Information:

#### 6.1.01 Part A - Reference Agency Policies/Procedures, if applicable *(600 characters maximum)*

UPD POLICY- COMMUNITY RELATIONS

#### 6.1.01 Part B - Agency Training Details *(field will expand automatically)*
6.1.02 Community Service
The trainee shall identify the agency’s roles and responsibilities in providing community service. Those roles may include:

- A. To protect life and property
- B. To maintain order
- C. Crime prevention
- D. Public education
- E. Delivery of service
- F. Enforcement of laws
- G. Community partnerships, such as:
  - H. Community Oriented Policing Services (COPS)
  - I. Police Athletic League/Police Activities League (PAL)
  - J. Drug Abuse Resistance Education (DARE)
  - K. Any other agency-approved programs

Reference(s):
Case # (if applicable)
Incident #

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Additional Information:

6.1.02 Part A - Reference Agency Policies/Procedures, if applicable *(600 characters maximum)*

- N/A

6.1.02 Part B - Agency Training Details *(field will expand automatically)*

5.6 Community Relations/Professional Demeanor
## 6.2 PROFESSIONAL DEMEANOR AND COMMUNICATIONS

### 6.2.01 Professional Principles

The trainee shall identify the basic principles that generally apply to professions, and discuss how those principles relate to the profession of law enforcement.

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### Additional Information:

**6.2.01 Part A - Reference Agency Policies/Procedures, if applicable** *(600 characters maximum)*

*N/A*

**6.2.01 Part B - Agency Training Details** *(field will expand automatically)*
## 6.2.02 Citizen Evaluations
The trainee shall explain the various methods by which citizens evaluate law enforcement agencies and their officers.

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#### 6.2.02 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)

- N/A

#### 6.2.02 Part B - Agency Training Details (field will expand automatically)
6.2.03 Inappropriate Verbal Language/Communication
The trainee shall identify verbal factors which could contribute to a negative response from the public, including:
A. Profanity
B. Derogatory remarks
C. Offensive terms regarding gender, race, ethnicity, sexual orientation, nationality, religion, and/or socioeconomic status

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Additional Information:

6.2.03 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum) □ N/A

6.2.03 Part B - Agency Training Details (field will expand automatically)
6.2.04  Inappropriate Nonverbal Language/Communication

The trainee shall identify nonverbal factors which could contribute to a negative response from the public, including:

A. Officious and disrespectful attitude
B. Improper use of body language
C. Improper cultural response

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Additional Information:

6.2.04  Part A - Reference Agency Policies/Procedures, if applicable *(600 characters maximum)*

N/A

6.2.04  Part B - Agency Training Details *(field will expand automatically)*
6.2.05 Explaining Actions to Citizens

The trainee shall discuss why it may be beneficial to explain the reasons for his/her actions to inquiring citizens.

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Additional Information:

6.2.05 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum) 

N/A

6.2.05 Part B - Agency Training Details (field will expand automatically)
6.2.06 **Phone Communication**

The trainee shall conduct phone conversations in a professional manner.

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### Additional Information:

6.2.06 **Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)**

N/A

6.2.06 **Part B - Agency Training Details *(field will expand automatically)***
6.2.07 Other Forms of Communication

The trainee shall demonstrate the ability to communicate with any segment of the public in such a way as to enhance police service and community attitudes toward the police. This may be demonstrated through:

A. Community contacts
B. Business contacts
C. Community involvement
D. Positive role modeling
E. Mentoring

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Additional Information:

6.2.07 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)  

N/A

6.2.07 Part B - Agency Training Details (field will expand automatically)
### 6.3 CULTURAL DIVERSITY

#### 6.3.01 Community Cultures
The trainee shall explain how the culture of the community can have an affect on the community’s relationship with his/her agency.

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### Additional Information:

#### 6.3.01 Part A - Reference Agency Policies/Procedures, if applicable *(600 characters maximum)*

* N/A

#### 6.3.01 Part B - Agency Training Details *(field will expand automatically)*
### 6.3.02 Cultural Motivations and Biases
The trainee shall identify cultural motivations and biases that may affect professional ethics.

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## 6.3.03 Increasing Trust within Communities

The trainee shall assess and explain ways in which he/she can increase the trust of the community he/she serves.

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### Additional Information:

**6.3.03 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)**

N/A

**6.3.03 Part B - Agency Training Details *(field will expand automatically)***
6.4 RACIAL PROFILING

6.4.01 Racial Profiling Prohibited and Damaging

The trainee will review and discuss Penal Code 13519.4, which states in part, “Racial profiling... is the practice of detaining a suspect based on a broad set of criteria which casts suspicion on an entire class of people without any individualized suspicion of the particular person being stopped.” The trainee shall recognize that racial profiling:

A. Is prohibited by law  
B. “Presents a great danger to the fundamental principles of a democratic society”  
C. “Is abhorrent and cannot be tolerated”  
D. Causes community distrust and harms police relations with the community  
E. May have legal consequences

Reference(s):

Case # (If applicable)  
Incident #

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Additional Information:

6.4.01 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)  

N/A

6.4.01 Part B - Agency Training Details (field will expand automatically)
### 6.4.02 Profiling Behavior
The trainee shall explain why effective police work profiles a person’s behavior and not a person’s race.

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**Additional Information:**

**6.4.02 Part A - Reference Agency Policies/Procedures, if applicable** *(600 characters maximum)*  

N/A

**6.4.02 Part B - Agency Training Details** *(field will expand automatically)*
### 6.4.03 Constitutional Amendments

The trainee shall explain the 4th Amendment and 14th Amendment of the U.S. Constitution and how they define law enforcement activities that pertain to racial profiling.

#### Reference(s):

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- Date

#### Competency Demonstrated

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- Date

#### How Demonstrated?

- Field Perform
- Role Play
- Written Test
- Verbal Test

#### Remedial Training

- When completed, print full name
- Date

#### How Remediated?

- Field Perform
- Role Play
- Written Test
- Verbal Test

#### Additional Information:

#### 6.4.03 Part A - Reference Agency Policies/Procedures, if applicable

(600 characters maximum)

- N/A

#### 6.4.03 Part B - Agency Training Details

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6.4.04 Community History
The trainee shall discuss how the history of the community can have an affect on the community’s relationship with his/her agency.

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Additional Information:

6.4.04 Part A - Reference Agency Policies/Procedures, if applicable *(600 characters maximum)*  

6.4.04 Part B - Agency Training Details *(field will expand automatically)*
### 6.4.05 Agency Policy

The trainee shall review and be able to summarize the agency’s policy regarding racial profiling.

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- Verbal Test

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### Additional Information:

**6.4.05 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)**

UPD POLICY- BIAS-BASED POLICING

- N/A

**6.4.05 Part B - Agency Training Details *(field will expand automatically)***
### 6.4.06 Focusing on Behavior
The trainee shall demonstrate the ability to perform effective police work focusing on behavior rather than race.

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**Comments (field will expand automatically)**

**Additional Information:**

| 6.4.06 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum) | N/A |

| 6.4.06 Part B - Agency Training Details (field will expand automatically) |   |

5.6 Community Relations/Professional Demeanor
### 6.5 CRIME PREVENTION

#### 6.5.01 Citizen Support

The trainee shall demonstrate the knowledge and skills necessary to gain citizen support and participation in the prevention of crime.

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- How Demonstrated:
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  - Role Play
  - Written Test
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- Remedial Training:
  - When completed, print full name
  - Date

Comments *(field will expand automatically)*

**Additional Information:**

#### 6.5.01 Part A - Reference Agency Policies/Procedures, if applicable *(600 characters maximum)*

* N/A

#### 6.5.01 Part B - Agency Training Details *(field will expand automatically)*

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5.6 Community Relations/Professional Demeanor
### 6.5.02 Forms of Crime Prevention

The trainee shall give examples of general forms of crime prevention, including:

A. Advice concerning mechanical and electronic devices (alarms, locks, and target hardening)
B. Control of conditions (lighting, access, and architecture)
C. Public awareness
D. Property identification (marking, engraving, etc.)
E. Neighborhood watch programs

#### Reference(s):

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### Additional Information:

#### 6.5.02 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)

[ ] N/A

#### 6.5.02 Part B - Agency Training Details (field will expand automatically)
### 6.6 COMMUNITY-ORIENTED/PROBLEM-ORIENTED POLICING (COP/POP)

#### 6.6.01 Community/Problem Oriented Policing and Community Priorities

The trainee shall review and explain the agency’s concept of community/problem-oriented policing as it relates to community priorities and needs, focusing on specific violations, crimes, or circumstances.

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**Additional Information:**

#### 6.6.01 Part A - Reference Agency Policies/Procedures, if applicable

(600 characters maximum)  

N/A

#### 6.6.01 Part B - Agency Training Details

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### 6.6.02 The Crime Triangle
The trainee shall explain the crime triangle (offender, victim, and location).

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### Additional Information:

**6.6.02 Part A - Reference Agency Policies/Procedures, if applicable** *(600 characters maximum)*

N/A

**6.6.02 Part B - Agency Training Details** *(field will expand automatically)*
6.6.03 Working with the Community to Solve Problems

The trainee shall describe the advantages of working with the community to find solutions to problems related to community safety and quality of life issues.

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Additional Information:

6.6.03 Part A - Reference Agency Policies/Procedures, if applicable *(600 characters maximum)*

N/A

6.6.03 Part B - Agency Training Details *(field will expand automatically)*
6.6.04 Leadership in Community-Developed Problem Solving

The trainee shall demonstrate leadership in facilitating, assisting, and motivating community members to develop solutions to their problems.

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Additional Information:

6.6.04 Part A - Reference Agency Policies/Procedures, if applicable *(600 characters maximum)*

N/A

6.6.04 Part B - Agency Training Details *(field will expand automatically)*
6.6.05 Problem-Solving Model

The trainee shall explain the agency’s problem-solving model [e.g., The SARA Model (Scanning, Analysis, Response and Assessment)], and be able to:

A. Learn the service needs and demands in their patrol area
B. Devise ways to manage information gathered from various community sources
C. Learn how to identify crime and disorder problems, and distinguish them from incidents
D. Develop plans with citizens to address crime and disorder problems
E. Work with citizens to assess the results of their efforts

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Additional Information:

6.6.05 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)

See next page for Attestation
Part 5 – Section 6: Community Relations/Professional Demeanor

ATTESTATION FOR SECTION 6

TO ENTER YOUR ELECTRONIC SIGNATURE:

- Export your file as a PDF. (Go to File > Export > Create PDF/XPS Document)
- Click on “Fill & sign” > Click on “Sign” icon at top of page > Click on “Add signature”
- Click on the “Image” icon > Click “Select image” > Locate your signature file > Click “Apply” to place your signature.
- Enter your full name next to your signature.

YOUR ELECTRONIC SIGNATURES VERIFY that the Field Training Officer (FTO) and Trainee attest to the following:

1. The FTO(s) provided all instruction, training, and related feedback/comments to the Trainee in accordance with the agency’s training requirements for this portion of the Field Training Program.
2. The Trainee demonstrated all competencies required for this portion of the Field Training Program.
3. If remedial training was performed, the results were reviewed by the appropriate FTO(s) and accepted by the Trainee.
4. The final evaluation of the Trainee’s performance for this portion of the Field Training Program were approved by the FTO(s) and accepted by the Trainee.

Primary Field Training Officer:  X  Print Full Name: ______________________________________

Trainee:  X  Print Full Name: ______________________________________

IMPORTANT: After signing the Attestation, the file will be “locked” and CANNOT BE MODIFIED. If you need to make changes, both signatures must be removed and re-entered after the final revisions have been made.

To remove the electronic signature: Click on the signature > Click on the trash icon.
See the following pages for Instructions to Administrators and FTOs
How to Complete Part 5 (Sections 1–18)

INSTRUCTIONS TO ADMINISTRATORS

VOLUME 2 OF THE FIELD TRAINING GUIDE CONSISTS OF 18 SECTIONS WHICH MAKE UP PART 5. Each section is provided as a separate file on the POST website (https://www.post.ca.gov/field-training--police-training.aspx). Prior to submitting your FTP Guide to POST for review, you must complete all 18 sections and include them as part of your Guide.

1. **Set up:** Keep an unchanged copy of each section file as a master for reference. Make a copy of the file to use for your agency-specific entries.

2. **Front cover (optional):** To keep a hard copy of Volume 2 for internal use, you can add your agency name and date to the front cover.

3. **For each section (1–18):**
   a. Open the applicable file and add your agency name and date to the header on page 1. (DO NOT change any other headers or footers or alter any other sections of the file.)
   b. Below each table:
      - *Part A:* Enter applicable references from your agency’s Policies & Procedure Manual.
      - *Part B:* Enter your agency’s training details.

4. **After completing ALL sections (1–18),** you MUST submit the following materials via flash drive, CD, or DVD to POST for review and approval (do not send printed copies):
   1) Your completed FTP Guide
   2) FTP Approval Checklist (POST Form 2-230)
      NOTE: Guides submitted without this form will NOT be reviewed.
   3) Your Department’s Policy & Procedure Manual

5. MAIL YOUR ELECTRONIC MEDIA TO:
   Commission on POST
   860 Stillwater Road, Suite 100
   West Sacramento, CA 95605
   Attn: Basic Training Bureau (BTB)

6. You will receive status notification within 90 days from the date received.

See next page for Instructions to Field Training Officers
How to Complete Part 5 (Sections 1–18)

INSTRUCTIONS TO FIELD TRAINING OFFICERS (FTOs)

VOLUME 2 OF THE FIELD TRAINING GUIDE CONSISTS OF 18 SECTIONS WHICH MAKE UP PART 5. Each section has been customized by your agency administrator(s) to include references to policies and procedures and training details to meet your agency’s Field Training Program requirements. Each file is provided as a separate file. For each section (1–18), complete all tables for each topic.

1. **Set up:** Keep an unchanged copy of each section file as a master for reference. Make a copy of the file to use for your training sessions.

2. **Tracking your training sessions:**
   a. Upon completing each competency, enter the FTO and trainee names and dates, and how the competency was demonstrated, into the applicable tables.
   b. Enter any note-worthy comments related to the trainee’s performance.

3. **If trainee requires remedial training:**
   c. Enter the FTO and trainee names and dates, and how the competency was remediated, to show that each competency was completed.
   d. Enter any additional note-worthy comments related to the trainee’s performance.

4. **Attestation:** After all competencies have been performed, including any remedial training, the primary FTO and Trainee MUST enter their electronic signatures on the Attestation page (see instructions) to verify that the Trainee has completed this portion of the Field Training Program.

End Section