

THE DEVELOPMENT OF THE EFFECTIVE COMMUNICATION OF THE EMPLOYEES OF LAW ENFORCEMENT AGENCY «102» AS A PSYCHOLOGICAL DETERMINANT OF FORMING PROFESSIONAL SELF-CONSCIOUSNESS AND OPTIMIZATION OF THE PROFESSIONAL ACTIVITY



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Abstract. The psychological peculiarities of the communication in the professional activity of the employees of agency «102» are considered. Special attention is paid to the importance of the development the effective communication of this category of the police officers. The theoretical aspects and inquiries in providing the communication activity are analyzed. The main categories of the citizens who are addressing for help are investigated. The main conditions and factors which should be taken into consideration in the process of the effective communication between the law enforcement and the citizens aimed at the formation of professional self-consciousness and optimization of the professional activity are presented.

Keywords: *effective communication, professional activity, employees of agency «102», telephone subscriber, personality of the police officer of the National Police of Ukraine, social and psychological training*

State of the Problem

The contemporary attitude to the reform of the law enforcement activity means the development of their professional skills and the perfection of the partnership model of the interaction with the public. The partnership should be based on the following principles: the equality of the rights of both sides, the voluntariness of undertaking the obligations, the responsibility for the fulfilment of mutual obligations, keeping legal regulations, free discussion of the problems of mutual interest, polite treatment of the statements and points of view of the partners, etc. As a rule, the partnership is founded on the agreement of the sides. The agreement defines the settled statements on the main points and the social activity of the participants in solving them, besides it provides the mutual obligations of both sides, the procedure to solve the differences in opinion, the responsibility of the partners and the mechanism of realization.

The reform of the National police bodies is directed and its humanization and the improvement of providing population with the services. These changes will promote the development of all agencies and departments which have been founded under the Ministry of Internal Affairs with aim to restore the faith of the citizens to them and the formation of positive image.

One of the integral parts of the National police bodies is the law enforcement agency «102» which is the first to provide services to the population during the telephone dialogue. It is the perfection of the activity of this structural department that is necessary for creating police image as the consultants of agency «102» are the first to help local residents in different crisis situations. That is why they must systematically improve their professional skills and abilities, develop effective communication and use unviolating communication toward people, form professional self-consciousness and perfect psychological competency in their current activity.

State of Research. The contemporary scientific experience devoted to peculiarities of communication of the law enforcement is mostly based on the works by V. Andrejev, N. Andrejev, V. Androsjuk, V. Antipenko, O. Bandurko, V. Bahin, V. Vasylyjev, O. Vasylyjev, B. Vodolazkiy, I. Dubova, L. Kazmirenko, Ya. Kondratjev, V. Konovalova, M. Kostitskiy, V. Lukashevych, V. Medvedjev, O. Morozov, A. Papkin, L. Petrovskaja, M. Porubov, V. Synjov, O. Stoljarenko, S. Tararuhn, G. Tumanov, S. Jakovenko.

The theoretical and applied research in the sphere of telephone consulting can be found in the scientific works by R. May, C. Rodgers, I. Kaflik, A. Mohovikov, R. Karkovska, O. Sydorenko. They help to get aware and analyze the peculiarities of the telephone dialogue between the consultants «person-to-person» sphere and different categories of citizens. In this article we want to draw your special attention to the peculiar features of telephone consultation providing by the operators of the agency «102» of the National Police and the citizens who ask for help.

Aim. The purpose of the publication is to investigate the possibilities of the development of effective communication of agency «102» employees as the psychological determinant in professional self-consciousness formation and optimization of the professional activity.

Main Statements. Professional communication of the police officers of the National Police of Ukraine with the citizens covers various directions of interaction, namely, the telephoning of agency «102» employees, who are the face of the body. In this connection the development of the effective communication of this category of the police officers is an indispensable condition for their professional activity and the improvement of the image of the whole police structure. For the employees of the law enforcement agency «102» it is absolutely important to remember perfectly well the instructions of effective communications and communicative peculiarities to be used with different strata of the population, to get to know and master by practice the main methods of psychological self-control to form the skill for supporting emotional balance to avoid problematic and negative situations in the professional activity.

The policemen of agency «102» take an active part in different types of professional telephone communications: get in touch with

different categories of public applicants, law enforcement, local authorities, offenders, representatives of mass media. These contacts influence the decision making of both organizational and managerial character and even influence the whole professional activity.

The psychological readiness of the police officers for the professional communication – is an integral part of the psychological capabilities on the foundation of which the state of raising optimum and psychological efforts, good mood for purposeful and unmistakable activities appear.

The process of teaching the effective communication can be considered in two aspects: firstly, in the process of socializing and education, secondly, by the method of specially organized social and psychological training [9, c. 60].

L. Petrovskaja states that analytical observation of the intercommunication, both real and given in fiction, gives not only the possibility «to train» the acquired cognitive abilities but also promotes acquiring the self-control skills in one's own communicative behavior. Namely, the process of observation allows to manifest the set of rules which used by people can organize their intercommunication. Pattern his behavior on the result of the intercommunication, the observer is able to realize which rules encourage the successful communication and which of them discourage. The understanding of the process can become the foundation for forming one's own «set of effective communication rules». Moreover, the analytical observation influences the operational structure of communicative activities.

According to L. Petrovskaja, the important point in the communicative skills development at a definite stage in the imaginary playing over one's behavior in a wide variety of situations. Arranging one's activity «in mind» is an integral part of the normal communication. The above mentioned planning in mind usually goes a bit ahead the real action but sometimes it can be played in mind much later; from time to time the imaginary playing over could take place after communication action. The imaginary playing over is not always happened in reality nevertheless the behavioral patterns created in mind could occurred in the other situations. On one hand it makes one think deeply before actions that could be considered as irrational and difficult to grasp. The ability of a person to play over

the situation «in mind» could be purposefully used for the perfection of the communication during the social and psychological training [5; 6].

Having in mind the aim of the development of the effective communication skills of the employees of agency «102» with various categories of population who ask for help, raising up the ability to fight the stress, preventing emotional burning out, «Communication – self-consciousness – efficiency» for the operators of the telephone line «102» of the Main Department of the National Police in Lviv region training was developed and launched. The training program consists of nine units. They are:

- 1) Client-oriented attitude to the communication with the citizens.
- 2) Psychology and ethics of telephone dialogue. Main principles.
- 3) Manipulators and aggressive telephone subscribers.
- 4) Special methods of communicating through dialogue with constant subscribers.
- 5) Providing consultations with the subscriber suffering psychic diseases; the subscribers being about to commit suicide.
- 6) The faults during the telephone dialogue. Complex and conflict cases.
- 7) Emotional burning out of the agency «102» employees.
- 8) The development of the ability to fight the stress by the agency «102» workers.
- 9) Professional self-consciousness of the agency «102» employees [1].

Training helps to achieve the following targets:

- 1) Training – practicing the main elements of the telephone dialogue.
- 2) Developing – teaching the skill of active listening to, preventing the emotional burning out, restoring the resources.
- 3) Educative – forming and strengthening the humanistic approach to the communication with people.

In our opinion, teaching the police officers, namely the employees of agency «102», the effective communication covers the following:

- 1) to form a new, fully developed, positively directed at the successful professional activity of the personality of the policeman;
- 2) to teach the workers to overcome the negative emotions like fear during the communication with residents and citizens under different circumstances;

- 3) to find the way out of the conflict situations by using the effective behavioral strategies; to provide the basic knowledge of conflict psychology;
- 4) to raise up the level of communicative and managerial skills which influences the communicative competency;
- 5) to widen the communicative sphere and the fields of interaction, to raise up the communicative potential;
- 6) to increase the ability for non-verbal examination of interlocutor in order to differentiate and «read» non-verbal means of communication (intonation, fluency, tune, etc.);
- 7) to teach the ability to recognize one's own stereotype notions about interlocutor, communicative barriers and negative statements, which have been formed earlier, to be able to avoid them and overcome [1].

During the training classes some urgent questions were put:

- 1) Telephone dialogue stages.
- 2) Methods of active listening.
- 3) Representative systems.
- 4) Positions of communication.
- 5) Stereotypes, patterns, lexis.
- 6) Types of questions.
- 7) Types of interlocutor. Neutrality.
- 8) Telephone subscriber's language – consultant's language.
- 9) Emotional balance during the complicated calls.
- 10) Manipulative telephone subscribers.

In the course of social and psychological training the operators discussed the situations which occurred in their everyday activity and needed to be solved immediately.

- 1) Communication with aggressive telephone subscribers.
- 2) Full-of-problems subscribers and regular, constant ones.
- 3) Failure of neutrality.
- 4) How to react on rudeness.
- 5) Stereotype images.
- 6) Emotional feedback.
- 7) Suffering – explanations of the consultants.
- 8) Structure of the dialogue.
- 9) «I am an employee» – «I am a role player» – «I am a person».

Each telephone dialogue between a consultant and a subscriber needs to be heard and listened to very attentively by means of the methods of active listening. These methods are the following: the consultant's

desire to listen to and understand that he will need some time for it; the wish to help immediately during the dialogue; the sincere desire to take the feelings of the interlocutor as they seem to be at the moment; the conviction, that the person could manage the feelings and find the way out; the awareness that the emotions of interlocutor will pass; understanding that personality of the subscriber is unique [4].

While speaking in the phone the consultant can take opposing positions – either constructive or destructive, the position of a «good» listener or a «bad» listener. The characteristic features of a good listener are: sincerity and objectiveness, pauses, reflection over the subscriber's thoughts and feelings, perception, usage of active methods of listening, help in seeking decision making, support, neutrality, equality of positions.

On the contrary a bad listener possesses the following features: devaluation, instructive manner, failure of neutrality, failure of self-control, indifference, disputability, ability to conflict.

A number of studies tried to specify the characteristic features necessary for the specialist to be a success in telephone consultations. The studies resulted in the following list: empathy, emotional warmth, positive attitude (C. Rodgers), sincerity (C. Rodgers, C. de Troyes), sense of humor (M. de Unamuno), specification, self-consciousness and reflection [7].

Empathy. It is defined as «an awareness of emotional state, penetrating into emotions of the other person». It should be realized that we can never fully penetrate into the emotions of the other person. But we can and have to leave behind our own emotions, thoughts, experience and penetrate into the other person's environment without our own emotions, needs and thoughts. The communication of that kind without any evaluation is indispensable during the process of consultation and could make it more pleasant and more useful at any level (personal, family or business) [7].

Emotional warmth. This feature allows the interest to the other people. It is close to sincerity but not completely similar. Emotional warmth could be considered from the point of view of directness and qualitative attitude to people. But there is always the risk to meet a person who takes this feature as weakness.

Positive attitude. It is equal to the term introduced by Carl Rodgers – «unconditional positive attitude». The main stress is made on the unconditional (taking without any conditions) perception of the subscriber by a consultant [7].

Sincerity. It is the characteristic feature that can not be imitated. Even not knowing the fundamentals of psychology people can unmistakably differentiate between the sincerity and false, because sincerity is first of all the purity of intention.

Sense of humor. In the poem «Art of Love», Ovidius naming the characteristic features of a person stresses on the sense of humor adding that it is not obvious but if one possesses it, it makes him almost perfect. It is really true. Think of the example when it was this feature that reduced the tension at some moment, saved in the dangerous, hopeless situations.

Specification. It is the ability not simply listen to the speech of the other person but to grasp the idea, not to interpret it but try to make it clear.

Self-consciousness and reflection. Self-consciousness is «the feeling of unity and uniqueness of «I» as a human being full of ideas, emotions, wishes just opposite to the outside world (object)». Reflection is «the process of acquiring something by means of study and comparison». The development of personal and professional abilities could be reached through the unity of these features [7].

Many categories of telephone subscribers phone to agency «102». During the training classes we considered some of them, that is to say: irregular interlocutors, careful citizens, manipulative, aggressive, constant subscribers, people under stress or keen grief, people with psychic diseases, possible suiciders.

Sometimes the manipulative telephone subscribers call to agency «102». They use the manipulative strategy of communicative interaction and they are the most complicated category of the co-speakers. As any other psychological influence, manipulation allows the change of thoughts, emotions or behavior of the addressee (a person who is under influence) by means of psychological methods used by the initiator [2]. Manipulation is different from the other kinds and methods of impact because the aim and means not revealed by the manipulator, the addressee takes responsibility for the actions also [8; c. 61]. In connection

with it O. Mohovikiv describing the manipulative subscriber, emphasizes in the following: emotional instability, tunnel consciousness (they see only the things they want to), hide their emotions, fail to be aware of their own either manipulative or aggressive nature. The attempts to change the topic of the conversation can cause anger and irritation of the subscriber. The

author states that the manipulative telephone subscribers are often quilly of sadistic feature and such an impact makes them think they can control their own lives [3, c. 150-151]. Practicing skills of the effective communication with the difficult manipulative subscribers was done according to algorithm given in the table below (table 1).

Table 1. The types of manipulative behavior of the subscriber

Type of manipulative stage	Characteristic features	Situations during the activity
Active	Announcing by the subscriber his/her own power, authorized social position, desire to control everybody proving their weakness	Threats towards the operator and the police itself, demands to give sufficient data about the police authorities in order to complain, numerous telephone calls.
Passive	The applicant introduces himself/herself as a weak, unable to oppose victim; tries to cause the feeling of fault to the operator	The desire to make the operator be responsible for his/her own difficulties. The subscriber insists on giving advice; put the questions of the kind: what would you do in the similar situation, how would you act, etc.). Sometimes at the end of the effective communication the manipulators could come to the conclusion that you have not helped, failed to help, they wasted time communicating with you; police does not work at all.
Competitive manipulator	The competitive manipulator perceives his/her life as a battle field where he/she must constantly fight. The operator is the enemy, whom he/she must fight and win the battle	The subscriber causes the operator to feel uncertain, faulty. He/she wants to cause a conflict stating that it is operator's fault, that the worker of agency «102» is incompetent, indifferent. The manipulator can suddenly change the topic of the conversation. The telephone subscriber uses a wide variety of manipulative techniques, namely, exaggeration, counter-questions, depreciation, deception.
Indifferent manipulator	Manifesting indifference to the situation, readiness to take any decision of the operator concerning the situation	Carrying on the dialogue unenthusiastically, denying the necessity to make an effort in order to change his/her view on the situation. Manifesting indifference to the situation and the possibility to receive help. He/she seems wish to get help but at the same time he/she is indifferent. You may act if you want. It is your duty. He/she neither wants to wait the police to come, nor to name himself/herself. He/she is anonymous.

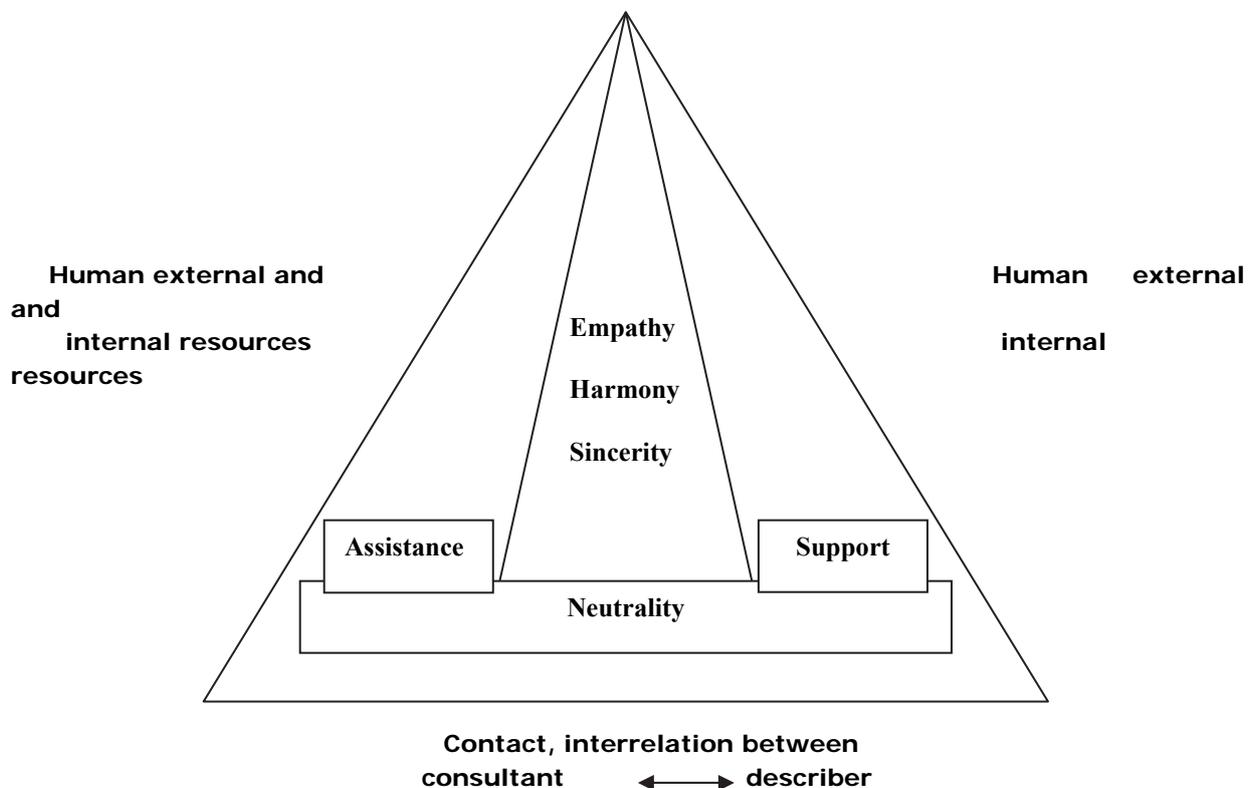
There is one more category of the subscribers, co-called constant ones who make calls to the agency «102» in order not receive help but because of the lack of communication and because of their individual and psychological characteristics. In the situations like this the consultant can lose

neutrality because the business-like style of conversation will be changed into a friendly one and it will surely cause the prolongation of the conversation and make it aimless.

If emotional tension, dissatisfaction, conflicts, negative statements, critical remarks occur during the telephone conversation it means that the opponent is under the influence of destructive emotions; a person loses self-control and say-command. Under these circumstances the police officer should control himself, keep the exited state of the mind away, manifest tolerance and politeness.

To consult the citizens in crisis is highly-emotional duty for the agency «102» operators (workers) and provides the establishing psychological contact, assistance in clearing out the inquiry or conflict connected with an inquiry. If the crisis has been changed into the situation under control, the subscriber feels that the decisions is close to be made. If the crisis lasts much longer as it often happens when a relative dies the consultant must find out the possibility for the client in the crisis situation to appeal for help into other service [4]. During communication it is advisable to show good will, care and respect, calmness, self-control and patience.

In the course of training classes the students developed «effective dialogue triangle» as a structural element of the constructive process in the interaction between the workers of agency «102» and the citizens (scheme 1).



Scheme 1. Effective dialogue triangle

Our training is directed at the increasing of the effectiveness of the consultation of the policemen, supporting the confidence of the operators in their potential, the development of high professional self-consciousness, competency, openness to new experience and taking responsibility for the process.

Conclusions

The successful development of the effective communication of the employees of the law enforcement agency «102» demands using a complex of individual and psychological methods directed at the improvement of the quality of the telephone dialogue with certain categories of citizens. The experience gained before demands renovation according to the modern scientific studies together with the introduction psychic techniques, active and innovating teaching methods

and mechanisms. The policemen devote all their energies to self-development and it is the basis for the optimization of the process and professional self-regulation in their service activity.

The prospects of the further research include deepening and widening the limits of launching the training methods of the development effective communication skills for the employees of the other emergency services which provide telephoning service for the population in the crisis, urgent, and hard situation and complicated family circumstances.

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