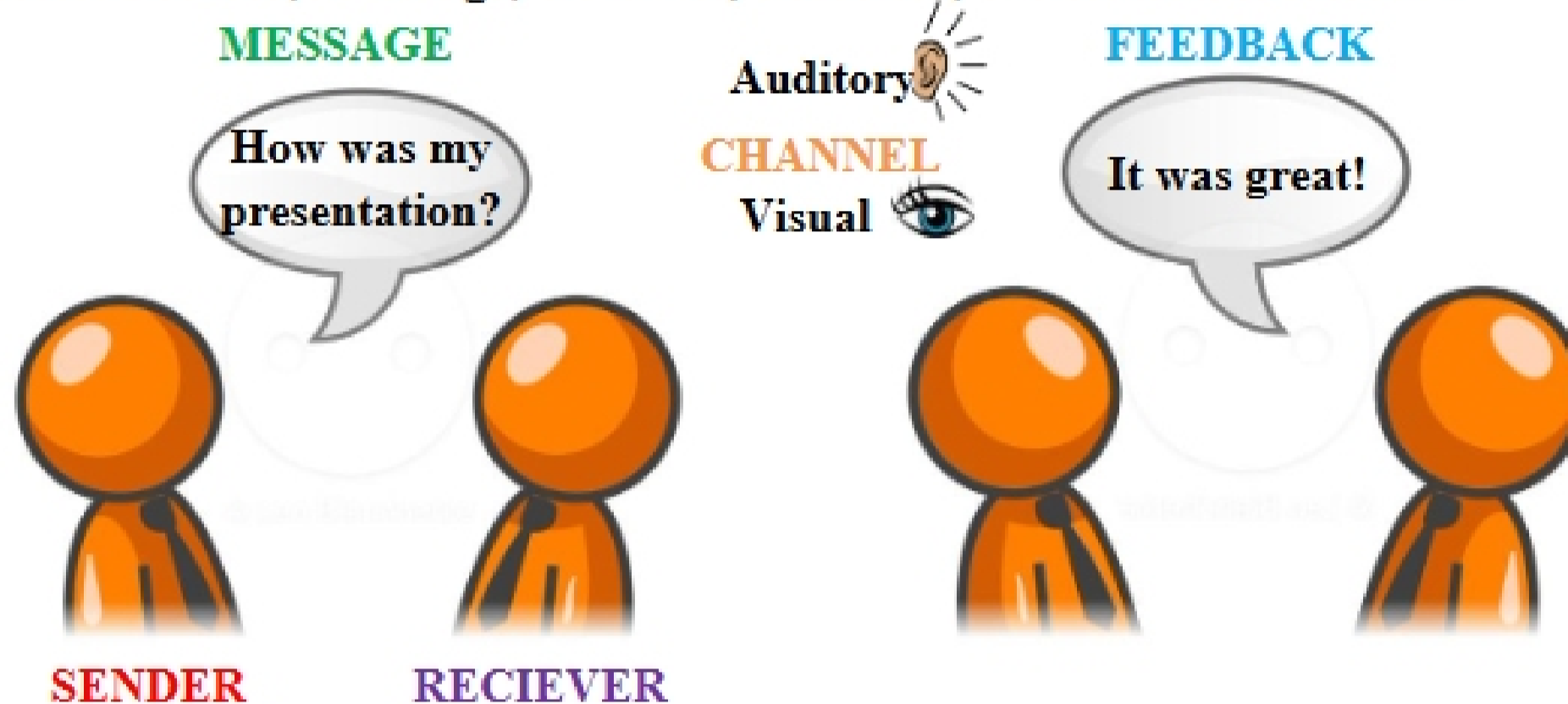


LAW ENFORCEMENT AND THE COMMUNITY

CHAPTER 6: COMMUNICATING WITH A DIVERSE POPULATION

THE COMMUNICATION PROCESS

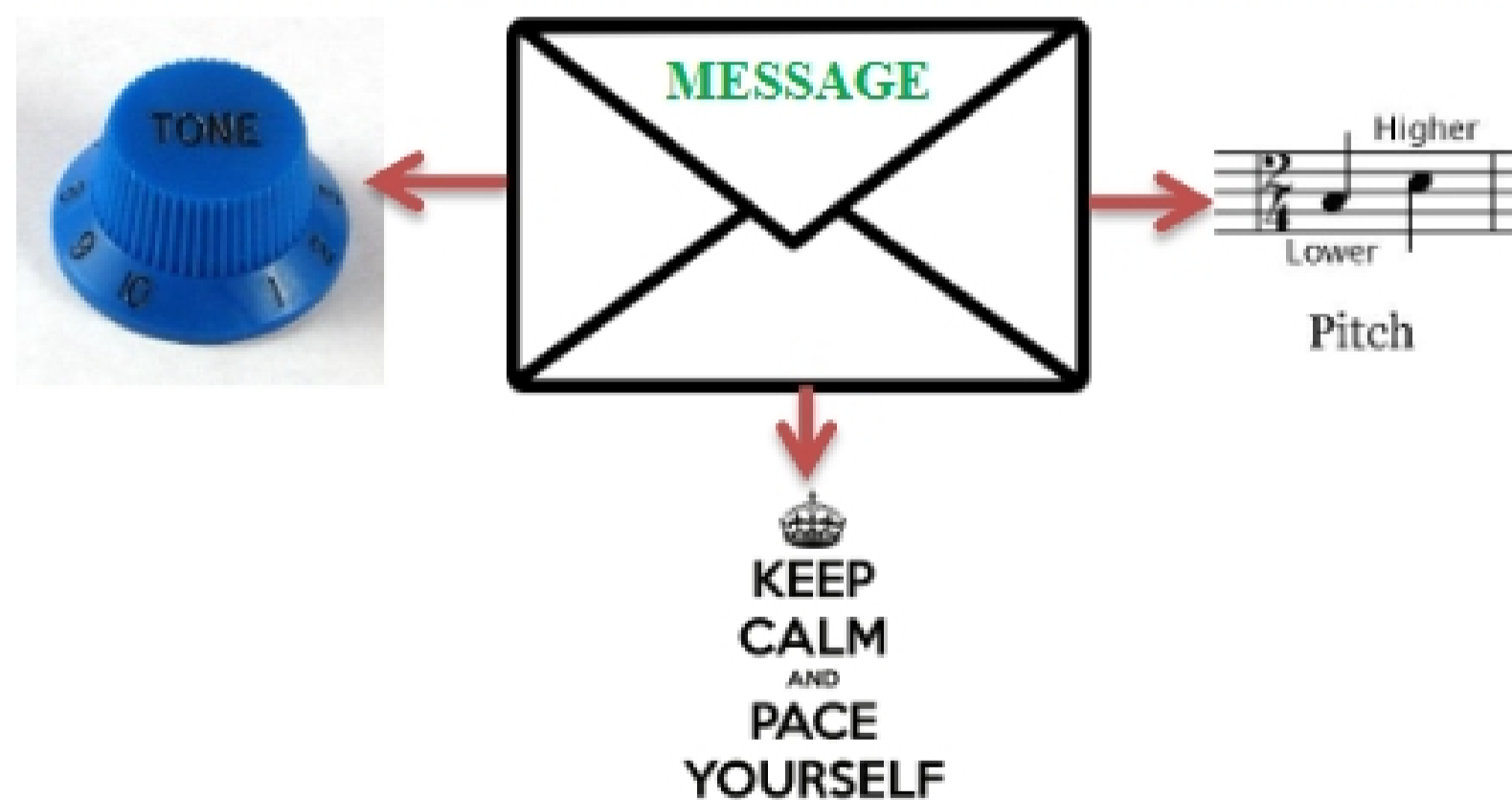
- Involves a sender, a message, a channel, a receiver, and sometimes feedback



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NONVERBAL COMMUNICATION

- Everything other than the actual words spoken in a message, like tone, pitch, and pacing.



- **Kinesics:** Study of body movement or body language.
- Two barriers to communication in a diverse society are language and cultural barriers.

- **Jargon:** Technical language of profession.



ETHNIC DIVERSITY: A NATION OF IMMIGRANTS

- **Ethnocentrism:** The preference for one's own way of life over all others.
- **Assimilation:** Society takes in or assimilates various cultures to a melting point.
- **Acculturation:** Same as assimilation.

RECOGNIZING PREJUDICE AND DISCRIMINATION

- **Prejudice:** Negative judgement not based on fact; irrational preconceived negative opinion.



- **Bias:** Prejudice that inhibits objectively; evoking hate.
- **Stereotyping:** Assuming all people within a specific group are the same, lacking of individuality.
- **Racial Profiling:** Form of discrimination that singles out people of racial or ethnic groups because of a belief that groups are more likely than others to commit certain types of crimes. Race-based enforcement is illegal.
- **Poverty Syndrome:** Inadequate housing, education, and jobs and a resentment of those who control the social system.
- **Americans with Disabilities Act (ADA):** Legislation signed in 1990 that guarantees people with disabilities will have access to any public facilities available to people without disabilities.
- **Crisis Behavior:** Person has temporary breakdown in coping skills; not the same as mental illness.



- **Alzheimer's disease (AD)**: Irreversible and incurable brain disease with no known cause that affects four million elderly Americans; classic symptom is memory loss.
- **EBD**: Emotionally/behaviorally disturbed
- **Attention Deficit Hyperactivity Disorder (ADHA)**: Common disruptive behavior disorder. Characterized by "not being able to sit still" (squirming and fidgeting), short attention span, easily distracted, impulsiveness, and lack of self-control.
- **Crack Children**: Children exposed to cocaine in the womb.
- **Fetal Alcohol Syndrome (FAS)**: Leading known cause of retardation in the western world; effects include impulsivity, inability to predict consequences or use appropriate judgement in daily life, poor communication skills, high levels of activity, distraction in small children, and frustration and depression in adolescents.
- **Posttraumatic Stress Disorder (PTSD)**: Persistent re-experience of a traumatic event through memories, dreams, and a variety of anxiety-related-symptoms.