



A RESEARCH SUMMARY

Communication: How to Effectively Deploy Your First Line of Defense (Curren, 2019)

<http://bit.ly/htedfld>

- Effective communication skills provide a safer environment.
 - Prevent use of force incidents with offenders and work more efficiently as a unit.
 - How we respond to one other matters.
 - › The offender population should never witness disputes among staff.
 - How we respond to the offender population matters.
 - › Keep promises, ask follow-up questions, listen to their concerns.

Actions speak louder than words: non-verbal cues should match your words.
Show confidence in your communication and in your on-the-job training.

How to be an Effective Leader in Corrections (York, 2020)

<http://bit.ly/watlsr>

- Be a leader who communicates; seed the success of others.
 - Keep officers informed to help them make better decisions.
 - Leaders want people to succeed, a boss wants others' performance to reflect well on them.
 - Earn respect by getting your hands dirty, taking responsibility for failures, practicing what you preach, and communicating your goals.
- Be aware of your officers' needs, get to know their personalities.
 - Look for non-verbal signs that indicate a team member may need help.
 - Counsel officers in private to help them improve performance.

10 Ways Corrections Officers Would Improve Their Facilities (C1 Staff, 2019)

<http://bit.ly/wcowcatf>

Officers asked what they would change wanted a safer work environment and well-educated co-workers.

- Officers want effort put into employee retainment.
- Give officers someone other than inmates to talk to by partnering them when possible.
- Incentives for contraband recovery may lead to higher motivation to find contraband.
- Severe consequences for assaults on staff, not just more time served.
- Advanced training to help officers cope with what they experience.
- Better equipment: what the officers wear and technology should be good quality.
- Hiring standards: intelligent, hardworking people willing to work within a team.
- Polices created by those with corrections experience who know what it's like to deal with inmates daily, so they enact fair and consistent policies.
- Body scanners - a more thorough way to search people coming into the facility.
- K-9 Units in facilities can help prevent contraband.

Tact is the knack of making a point without making an enemy.

- Isaac Newton