

МІНІСТЕРСТВО ВНУТРІШНІХ СПРАВ УКРАЇНИ  
ОДЕСЬКИЙ ДЕРЖАВНИЙ УНІВЕРСИТЕТ  
ВНУТРІШНІХ СПРАВ



Кафедра мовної підготовки



МОВА І ПРАВО:  
ЛІНГВІСТИЧНИЙ АСПЕКТ РОЗУМІННЯ,  
ТЛУМАЧЕННЯ ТА ЗАСТОСУВАННЯ ПРАВА

Матеріали студентсько-курсантського круглого столу  
(04 березня 2025 року)

Одеса  
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**SPEECH CULTURE AS A COMPONENT OF THE  
PROFESSIONAL ACTIVITIES OF A LAW ENFORCEMENT  
OFFICER**

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In modern society, a police officer performs not only a law enforcement function, but also a communicative function. His work involves constant communication with citizens, colleagues, and representatives of other state bodies. The level of a police officer's

communication culture determines not only the effectiveness of his duties, but also the trust of citizens in the law enforcement system as a whole. Police officers often interact with people in difficult or crisis conditions - during violations of law and order, conflicts, and emergencies. In such cases, the correct tone, clear formulation of thoughts, and a calm and confident manner of communication can help resolve the situation without the use of force. It is also important to observe subordination in internal official communication, which contributes to maintaining discipline and effective interaction in the team.

Communication culture is part of the culture of human behavior - a set of forms of daily human behavior (in everyday life, in communication with other people), in which moral and aesthetic norms of such behavior find external expression. [1, p. 1]

That is, it is a set of rules, norms and methods of communication that promote mutual understanding between people and ensure effective interaction in society. It includes the ability to correctly express one's thoughts, listen to the interlocutor, adhere to the norms of etiquette and moral and ethical principles.

In the work of a police officer, the culture of communication means the ability to clearly formulate one's messages, use the appropriate style of speech, and show tact and restraint even in difficult situations. The official and business style of communication should be harmoniously combined with friendliness and openness, which contributes to the formation of a positive image of a law enforcement officer.

Communication is carried out by two main means:

1. verbal;
2. non-verbal [2, p. 12]

Verbal communication refers to language, both written and spoken. In general, verbal communication refers to our use of words, while nonverbal communication refers to communication that occurs through means other than words, such as body language, gestures, silence, etc. [3, p. 2]

In police work, gestures can either help establish trusting contact or, conversely, cause aggression or distrust in the interlocutor. For example, open gestures (calm hand movements, open palms) demonstrate friendliness and openness to communication. Closed gestures (crossed arms, sharp movements, clenched fists) can be perceived as a sign of aggression or tension. And harsh gestures (raised index finger, sharp

pointing with a hand) can be perceived as aggressive or commanding, so they should be used with caution.

Facial expressions are also of great importance. A police officer should avoid showing anger, irritation or sarcasm, as this can cause a negative reaction in the interlocutor. A calm facial expression, a light, friendly smile, and a confident look help establish trusting contact.

A police officer's posture says a lot about his confidence, professionalism, and attitude toward the interlocutor. A confident posture (straight back, relaxed arms, weight evenly distributed) inspires respect and trust. A tense posture (body leaning forward, clenched hands, sudden movements) can signal aggression or insecurity. A too relaxed posture can look like indifference or disrespect. A police officer should avoid sudden movements, chaotic gestures, and demonstrative ignoring of the interlocutor.

Also, the way a police officer speaks is often no less important than the content of his words. The voice can convey emotions, confidence, or tension. A calm, even tone of voice helps reduce tension and inspires trust. Clarity and expressiveness of speech make it easier to perceive information. A voice that is too loud can be perceived as aggression or a desire to dominate. Monotonous speech can appear indifferent or disinterested. The police officer must learn to adjust the volume and pace of speech depending on the situation.

It is important that both verbal and nonverbal communication do not contradict each other, as conflicting signals can lead to misunderstanding.

The communication of a police officer differs from the everyday communication of ordinary citizens. It has an official-business nature and is subject to the requirements of the law, service instructions and ethical norms. A police officer must express his thoughts clearly, avoid ambiguity, speak briefly and to the point, adhere to subordination (in interaction with management and colleagues, it is necessary to use an official tone, show respect for seniors in rank and experience), and when communicating with citizens, a police officer must not show bias or emotional involvement.

The sphere of professional activity of a police officer is outlined by the situationality of constantly changing conditions of external circumstances, it can be called a kind of field of behavior, which is a personal subjective perception of a law enforcement officer about the legal reality and the environment in which he performs certain

professional actions. The activity of a police officer depends on such factors as:

1. the nature of personal relationships with the environment;
2. social rules and attitudes adopted in the specified society. [4, p. 123]

A police officer communicates with different people, each of whom has their own behavioral characteristics, level of education, psycho-emotional state. Therefore, it is necessary to take into account the psychological aspects of communication. With ordinary citizens, one should speak calmly, confidently and with a friendly attitude. A police officer must explain his actions in understandable language, without excessive use of legal terms. Communication with offenders should be clear and authoritative, without threats and aggression, but with control of the situation. It is important to avoid provocations and manipulations on the part of the detainees. While victims need sympathy and support. A police officer must listen to the person, give him the opportunity to express himself and explain how to proceed.

Active listening is especially important, that is, the ability to listen carefully, ask clarifying questions and demonstrate interest in solving the problem. Active listening allows the police officer to understand the needs and emotional state of the interlocutor, avoid misunderstandings and conflict situations, and demonstrate respect for the person, which increases trust in law enforcement officers.

The main techniques of active listening are:

1. full presence in the conversation (active listening requires full presence in the conversation. This allows you to focus on what is being said. Being present means listening with all your senses and paying full attention to the interlocutor);
2. paying attention to nonverbal signals (about 65% of human communication is unspoken. If you pay attention to nonverbal signals, you can tell a lot about the person and what they want to say);
3. maintaining eye contact (it is especially important to establish eye contact during active listening. This gives the other person the opportunity to understand that their interlocutor is present and listening to what they are saying. It also shows that the interlocutor is not distracted from the conversation) [5, p. 4].

Communication between a police officer and the public is a key aspect of his/her work. The effectiveness of his/her work and the level of

trust in the police depend on how correctly and professionally a law enforcement officer communicates with citizens.

Therefore, the culture of communication is an integral part of a police officer's professional activities. It affects the effectiveness of performing official duties, interaction with citizens, colleagues, management, and also determines the level of public trust in law enforcement agencies. A police officer who has high communication skills is able not only to maintain law and order, but also to contribute to the formation of a positive image of the police, prevent conflicts and resolve difficult situations peacefully.

Proper communication allows you to avoid misunderstandings, reduce the level of aggression and ensure effective interaction with the public. It is based on politeness, tact, empathy, the ability to actively listen and the use of appropriate verbal and non-verbal techniques. A police officer must be able to adapt his communication style depending on the situation, take into account the psychological state of the interlocutor, and strictly adhere to ethical norms.

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