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ИНДИВИДУАЛЬНО-ПСИХОЛОГИЧЕСКИЕ ФАКТОРЫ КОММУНИКАТИВНОЙ СФЕРЫ СОТРУДНИКА ПОЛИЦИИ

INDIVIDUAL PSYCHOLOGICAL FACTORS OF THE POLICE OFFICERS' COMMUNICATIVE SPHERE

Резюме: В условиях реформирования органов внутренних дел, важным направлением работы остается определение психологических особенностей профессиональной деятельности сотрудников полиции. Сотруднику правоохранительных органов необходимо постоянно совершенствовать свои коммуникативные навыки и культуру общения. Знание особенностей, средств и приемов общения, умение планировать, организовывать и осуществлять профессиональное общение, учитывая особенности социального восприятия и понимание человека человеком – это важная профессиональная составляющая характеристики сотрудника полиции, которая влияет на эффективное решение оперативных задач.

Abstract: In terms of the internal affairs bodies reformation, the determination of psychological features of the police professional activity is still an important area of work. It requires the continuous improvement of the skills of verbal behavior and enlarging the culture of communication of the police staff. Knowledge of peculiarities, means and methods of communication, the ability to plan, organize and implement professional communication, taking into account the features of social perception and understanding of a person is an important characteristic of a professional police officer that affects the effective resolution of operational and service tasks.

Ключевые слова: коммуникативные умения, профессиональная коммуникация, коммуникативная компетентность, коммуникативное взаимодействие, способы общения.

Keywords: communication skills, professional communication, communicative competence, communicative interaction, speech means, role competence.

Communication skill is the concept that causes great interest among people of different professions (scientists, artists, educators, and others.). Especially important are issues of culture and effective professional communication in the field of law enforcement and the work of the police officers in particular. The communicative competence of the individual contains, first of all, a set of theoretical knowledge and practical skills that ensure effective communication process flow, ability to orient in different situations of communication; secondly, the system of individual internal resources necessary to build productive communicative interaction, based on the legal and moral laws. Performance of professional functions of police personnel is impossible without communication activities.

Communication serves as a regulator of relations between workers and citizens. It is important for every policeman to be polite and considerate dealing with citizens, to have sensitive attitude to their requests and statements, to evaluate their behavior fairly. In addition, it is necessary to be aware that the police communicative activity has several psychological peculiarities that, on the one hand, make it quite specific, on the other – it can make it complicated. As a major psychological characteristics of police communication is its professional orientation associated with the need to define the perpetrators of crimes, witnesses, victims, etc., it means there exists a certain predetermination of communication parameters. From the police side – this is the establishing of the truth, and from criminals side – concealment of the offense, the desire to avoid responsibility, to give false information. Significant difficulties in communication arise from the fact that a police officer had come into contact, regardless to their attitude to the interlocutor, or emotional condition or his/her desire to communicate [5, p.187].

Based on the analysis and synthesis it is possible to determine the structural functional content of communication skills and ability to define the role of skills in

activity, as well as personal qualities necessary for this type of skills.

Structural and functional content of communicative skills

Substructure of communication skills	Role of skills in activity	Personal features necessary for certain skills
Ability to establish, preserve, restore or terminate the psychological contact	Ensuring effective interaction with various segments of the population. The use of role performance depending on the particular professional tasks	Observation, sensitivity, attentiveness, patience, ingenuity, honesty, kindness, tolerance, slyness
The ability to get accurate information during communication	Creating an information basis for activity. Collection of information by setting appropriate communication and planning issues	Observation, attentiveness, tolerance, perseverance, persistence, slyness
Transmission of information to citizens, colleagues, governing body	Carrying out an investigation; clarify and bringing legal norms to the public. Interaction of workers	Observation, sensitivity, communication skills, purposefulness, confidence, sincerity.
Management of other people behavior	Prevention, suppression and detection of crime, conducting of an investigation	Confidence, sincerity, sophistication, kindness, politeness, wit, etc.

Therefore, communication skills – experience that is a logical outcome of what has been learned by a person during the life, professional training, practice and fixed by the mind of a man, his habits and demeanor, ability to establish direct contact with other people and, at the same time, can be actively used in solving professional problems.

Here are following criteria and indicators for the diagnosis of forming communicative skills of policemen, including: cognitive-informational, emotional and expressive, gnostic and evaluative. The indicators of cognitive-information component are: the content of speech act, a width of professional vocabulary, argumentativeness and evidence, the ability to speak logically and integrally connected; emotionally expressive component – speech means of expression, non-verbal means of expression, speech etiquette formulas; gnostic component – modeling the style of communication, contact, communication quality

analysis; evaluative component – the adequacy of the speech situation, speech regulation, self-control and self-esteem [6, p.313].

L.I. Moroz, who provided four groups of communicative skills of «the first order» (as the most typical for the police), notes that this group can single out the derivative tasks of «the second order», a decision of which, in its turn, requires specific skills and personal qualities from the worker. In general, this type of skills is quite complex, multidimensional. Thus, in the structure of communicative skills A. Goldstein, B. Khomyk identified 40 derivative skills that are used in the process of communicative interaction. Speaking about the formation of professional communicative skills, it is impossible to ignore the concept of «professional communication», which can be defined as communication that is regulated by specific goals, objectives, means and methods of work.

A specific component of communicative skills of the policemen is their role competence – a set of methods, forms and methods of transformation that meet the requirements of formal and informal social norms, beliefs and attitudes of social and professional groups in which this worker performs his professional duties.

The problem of role behavior by law enforcement was investigated by V.I. Barco, L.I. Moroz, S.I. Yakovenko, D.O. Aleksandrov, O.N. Stolyarenko, Y.V. Chufarovskyy and others. The issue of role competence was most deeply developed by P.P. Hornostay, who identified its components as:

- 1) role variability – the diversity of the repertoire of psychological roles of the individual;
- 2) role flexibility – the ability to easily switch from one role to another;
- 3) the depth of a role – possession of a deep structure of individual roles.

Role behavior requires knowledge of the content of the role, its complexity. Content of the role must meet not only the group of belonging (which the worker simulates) and features of individual behavior, but sometimes the look of the worker. Role behavior requires the ability to reproduce gestures, facial expressions, language, demeanor and psychological characteristics of another person. Legal

psychology observes the need for special preparation for this style of behavior [6, p. 313].

Thus, the problem of forming communicative skills of a policeman is the subject of attention, academic study and practical solutions by the experts in the field of law enforcement, by scientists, psychologists and educators. The urgency of the problem is that without its solution it is impossible to fulfill the tasks entrusted to the police, in particular to counteract the crime.

Development of communicative competence happens due to a combination of carefully selected variety of teaching methods, in addition active methods are preferred, although lectures are included in the program. Analysis of the literature shows that during communication training the participants overcome the following changes: understanding the mechanisms and characteristics of business communication; forming basic communication skills; formation of special skills necessary for successful business cooperation; the formation of individual communication style, creating a business image [3, p. 11].

There is a variety of workshops that support the development of communicative competence. The most common are communication trainings. Often their training program includes: acquaintance with the stages and types of communication, establishing the contact, focus on understanding the problem, techniques of active listening, non-verbal communication (transmission of information, transmission of emotions, using of gestures) search for common solutions, using arguments, decision-making, output of contact. Communication Training aims: increased self-confidence, self-esteem, development of internal and external sense of freedom; personal growth, self-knowledge, overcoming the limitations of subjective communication, behavioral and mental emancipation; development of internal and external observation, psychological «sensitivity» of communication intuition, ability to analyze communication situations.

When conducting training of communicative competence the positive role is represented by high motivation, activity, susceptibility to interactive learning, and the

negative role is shown by the lack of creativity, spontaneity, stiffness, but their life experience fully compensated these shortcomings [4, p. 26].

One kind of communicative competence is a training of business communication, which serves as a kind of social-psychological training aimed at developing the knowledge and skills, correction and shaping attitudes necessary for successful communication in terms of professional activity. Actually this training of business communication is a specification of socio-psychological communication training in relation to the professional activities of the participants.

Training of behavior in conflict situations aims to improve the skills of constructive behavior in conflict situations and solutions, and the development of necessary personal qualities. Issues to be considered for this training are: to familiarize participants with the basic psychological aspects of the conflict; to develop skills necessary to analyze conflict situations; mastering the principles of conflict resolution.

An important type of communication training for police staff is training of negotiating activities. Training of negotiating activities (TNA) is a type of social and psychological training, which aims to form and develop among law enforcement organizations the skills to negotiate with terrorists who seized and hold one or more persons as hostages (the «situation of the hostage»). TNA is based on such methods as role-playing and group discussions, as well as technique of social - perceptual orientation.

The method of role-play is used for simulation and rehearsal of the negotiation process in «hostage situation» by the participants of the training on criminal-negotiator position. Simulation of negotiations is based on the documentary, video and audio materials about the real situation and hostage negotiations with criminals. The process then is divided into several stages, which represent a psychologically complete unit – the stage of negotiation or negotiation introductory. The structure of each negotiation introductory includes the techniques of social and perceptual skills and abilities needed to build up mental contact with the offender (a group of criminals) and implementation of the necessary psychological

impact in conditions close to the extreme. The training covers a range of topics, such as types of negotiation, preparation for negotiation, compromise, concessions, summary and discussion of further action, conflict resolution, long-term relationship adjustment and completion of negotiations. For the police man it is important not only to interact with people properly and skillfully, but also to be able to carry out psychological impact on them, to persuade them in his point of view, to persuade, to encourage positive signs in their behavior. It must be remembered that the police man comes into contact, not because he is just interested in the person, but in order to change his/her position, his/her attitude. And exactly the psychological impact on the process of communication can achieve this goal [1, p. 22].

The trainings of visual diagnosis and nonverbal communication are popular among the police .

In developing communication training or exercises of communication skills development it must be considered that communication is a specific psychological structure. Any communicational way contains the following elements:

- the communicative aspect of communication, which manifests itself in the exchange of information between individuals;
- the affective aspect of communication – a manifestation of the emotional relationship to the transmitted and received information, penetration into feelings of an interlocutor;
- the perceptive aspect of communication, implemented in the process of perception by each other of a communication partner and the establishment of the basis for mutual understanding [2, p.12].

Although the language is a universal mean of communication, it becomes important only in terms of inclusion in activity, and it must be complemented by the use of other – non-verbal means of communication. The first group of means includes gestures and facial expressions. Mimicry is a dynamic facial expression during communication. Gesture is a socially trained movement that transfer the mental condition. Thanks to it we can understand the attitude of people to any event, person, subject, etc.

Another group of non-verbal means of communication is a system of vocalizations, i.e. the voice quality, its range, tone, etc. These additions increase the importance of information and can be a sort of «additions» to the speech.

Thus, communication training is a mean of communicative competence development of the police, based on active methods of group work, specially organized communication in which the issues of human development are resolved, communication skills are formed, psychological assistance and support are given.

This explains the need for communication and training of the police staff.

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