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Procedural Justice for Law Enforcement Agencies

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Curriculum Development

- Why? Who is the audience?
- Curriculum Development Process
- Blended Learning Approach
- COPS Curriculum Development Guide

Purpose of the Course

- Create a broader awareness of procedural justice and its core principles
- Provide practical steps to integrate procedural justice at the organizational level
- Make evident how to create an environment where procedural justice core principles become a standard practice within law enforcement

Procedural Justice and Community Policing

- Respect
- Legitimacy
- Transparency
- □ Fairness

- Partnerships
- Problem Solving
- Organizational Transformation

Examples of Modules

- Police Legitimacy and the use of Procedural Justice with the Public
- □ Factors that Affect Public Satisfaction with the Police
- □ *Race and the Context of Neighborhoods*
- Organizational Change through the Integration of Procedural Justice Core Principles into Decision Making and Policies

Practical Example



Meaningful Interactions among Officers

- "Explain to me how this all happened."
- "Tell me your side of the story and then we'll decide what to do next."
- "I'd like to hear your ideas about how to fix this."

- "How did you mess this up?"
- "I can't believe you let this happen again."
- "I don't want to hear it."
- "Don't ask me to explain. Just do what I tell you."

Examples of Procedural Justice: First-Line Supervisors

- Implement performance measures that reward procedural fairness not only case outcomes
- Foster relaxed and neutral communications for people in stress, increase training in communication
- Employ adequate personnel at busy times to demonstrate respect for all

Examples of Procedural Justice: Police Executives

- Gather customer feedback opportunity for voice
- Discuss importance of fairness in interactions
- Schedule training on procedural fairness
- Model internal Procedural Justice: treat employees fairly and assess employee satisfaction, gather feedback
- Support staff so they have time to develop relationships and partnerships with the public

Practical Example



Meaningful Interactions with the Public

- "Sir, please step over here and explain what happened."
- □ "Let me tell you what's going to happen now."
- "I understand your frustration. Let's work through this together."

- "Shut up and wait your turn."
- "I'll ask the questions. You just give me the answers."
- □ "Just chill. I'll get to you later."

Examples of Procedural Justice: Front Line Officers

- Explain ground-rules and why processes are followed
- Explain rules to be followed in understandable language
- □ Active listening strategies, e.g., repeat back
- Nonverbal behavior to express receptivity
- □ Check with colleagues on how your interactions are perceived, i.e., not overly abrasive

Practical Example



Meaningful Interactions with the Public

- "Ok, I understand. Let's figure out what to do now."
- "I am here to help.

 Let me see how we can get you that information."
- □ "Let me refer you."

- "What do you want me to do about it?"
- "I can't help you with that."
- "We don't handle that. You'll have to call someplace else."

Examples of Procedural Justice: Civilian Police Personnel

- Explain WHY procedures are being followed, using clear language
- Utilize active listening strategies, i.e. repeat back
- If the answer is not known, FIND OUT and call back
- Be sure referrals are solid that the customer reaches the correct person that has the relevant information