

journal

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Submission date: 29-Sep-2022 05:51AM (UTC-0400)

Submission ID: 1911990160

File name: Journal.edited.docx (12.83K)

Word count: 493

Character count: 2482

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The verbal communication methods I used with fellow workers included face-to-face, distance, and distance and non-verbal included gestures and facial expressions. The gesture was a method I applied since it involved signalling the correctional officials at the exit. Likewise, I also used facial expressions to explain what happened between the female and the inmate. The verbal communication ways I used was face-to-face which was an oral way of communication. The face-to-face included talking directly to fellow correctional officers about the situation.

The verbal ways of communication I used with the female visitor were written and eye contact and non-verbal communication included gestures. Eye contact was meant to ensure I knew if she was lying to me and to see why she gave the inmate contraband. Written words were a critical method for orally discovering why she carried the illegal good. I used gestures since I did not understand her language since it was not English to be able to communicate with her effectively.

For the children, I used written words as verbal communication and gestures as non-verbal communication. I wrote down words for them since; if the mother could not speak English, this was clear evidence that the children could not speak English. I have applied gestures since they were children and it's simpler for them to understand using gestures.

The inmate was communicated through verbal communication that was written down and non-verbal that included and sign language. I wrote down any questions I asked and wanted to know why the wife gave him contraband and how he would use it. I also used sign language since I saw it was a simple method since the inmate nodded while talking to the lady and he responded to the wife by tapping the glass.

I adjusted my communication styles with fellow correction workers through English, the female visitor through listening and being calm, children through varying tones and patient

and inmate through being polite. I used English since I did not want the female to notice anything I was talking about with the fellow correction officers. For the female visitor, I asked her questions that I wrote down for her so that she could answer. Furthermore, I was calm with her, so he could not tense and give me the correct details. For the children, I used a changed tone from the others so that they would not be afraid of me and tell me anything they knew about this situation and I was patient with them. I was polite to the inmate so that he would not react by being violent and refusing to give answers.

Effective crisis techniques helped me since I used listening and straight-talking to de-escalate the situation. Listening allowed me to evaluate why the female brought the contraband. If I had changed my approach, the inmate might have ended up being violent and attacking any of the correctional officers.

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