



REPORT ON LECTURE ON COMMUNICATION SKILLS

Organized by: English Department, J.S. University

Date: 10th April, 2021

Participants: 30 students

Audience: Police Personnel, Dial 112, UP Police, Dabrai, Firozabad

Title: Lecture on Communication Skills

Resource Person: Dr. S.P. Singh, Faculty, J.S. University, Shikohabad

Objective:

The lecture aimed to enhance the communication skills of police personnel, focusing on effective verbal and non-verbal communication techniques crucial for their duties, especially during public interactions and conflict situations.

Program Overview:

On 10th April, 2021, as part of a 15-day training program for UP 112 police personnel and control room staff at Police Lines, Dabrai, Firozabad, a lecture on **Communication Skills** was delivered by **Dr. S.P. Singh** from J.S. University. The session focused on equipping police officers with critical communication tools to improve their efficiency in handling daily interactions, conflict resolution, and public relations.

- **Verbal Communication:** Dr. S.P. Singh discussed the importance of clear, concise communication when addressing the public or reporting incidents. He emphasized the use of polite language, active listening, and how to modulate tone based on different situations.
- **Non-Verbal Communication:** The lecture covered the significance of body language, facial expressions, and gestures in policing. Police officers learned how to interpret non-verbal cues from individuals during investigations and how to maintain a confident, approachable posture when interacting with citizens.
- **Practical Applications:** Role-playing exercises were conducted to help police personnel practice real-life scenarios, such as de-escalating conflicts, issuing commands in emergency situations, and building rapport with the public. Dr. Singh also shared

techniques for staying calm under pressure and communicating effectively during stressful situations.

Acknowledgment:

The police personnel appreciated the lecture, noting that communication is a key component in their line of duty. They expressed gratitude for the valuable insights provided by Dr. S.P. Singh, which will help them enhance their professional interactions and public relations.

Conclusion:

The lecture on communication skills marked the beginning of the 15-day training program and set a strong foundation for the officers' development. The knowledge gained will assist police personnel in becoming more effective communicators, ultimately leading to better public service and community engagement.

Faculty Coordinator

Dr. S.P.Singh



