

## **Interpersonal Relationships Standard**

This standard evaluates an officer's interaction with the public while providing law enforcement services. It also evaluates an officer's interaction with persons within the department including supervisors, officers, and other city employees.

### **Meets Standards: Yes**

The officer establishes a mutual trust and rapport with persons in a professional manner. Officer utilizes appropriate conflict-resolution skills to prevent situations from escalating by remaining neutrally objective by not entering contacts with predetermined beliefs and opinions. The officer is responsive to the individual's concerns and service delivery needs while maintaining balance and the reasonable perception of fairness by words and actions. Officer demonstrates personal stress management by not being goaded, manipulated or baited into escalating confrontations. Officer provides customer service delivery and problem resolution by determining, understanding and execution of realistically feasible law enforcement service options. Officer's actions indicate that he/she is cognizant that gaining community support and acceptance requires mutual trust and respect between the citizenry and police.

Officer is responsive to the self-evaluation/coaching process by demonstrating ownership, accountability, responsibility and full understanding of the consequences of his/her actions. Officer remains open minded and readily accepts and acts on constructive criticism from supervisors and other officers. Officer asks questions and does not hesitate to seek corrective action and training assistance. Officer understands personal boundaries and the challenges of sharing an office, desk, squad car and equipment.

### **Meets Standards: No**

The officer fails to establish a mutual trust or rapport with persons in a professional manner. Officer fails to remain objective and neutral during call/incident handling. Officer's bias and prejudice are apparent in his/her actions/behaviors (verbal/nonverbal gestures) based upon the individual's race, ethnicity/national origin, gender, age, religion, sexual orientation, physical/mental disability and criminal history status (suspect, arrestee, parolee). Officer fails to demonstrate personal stress management by being goaded, manipulated or baited into escalating confrontations. Officer fails to recognize professional law enforcement practices involve investigating patterns of criminal behavior and the use of race as a reason to stop someone is illegal. Officer does not utilize feasible law enforcement service options to resolve problems or assist individuals. Officer fails to recognize gaining and maintaining community support and acceptance requires mutual trust and respect between the public and law enforcement.

Officer is unresponsive to the self-evaluation/coaching process and fails to act on constructive criticism. Officer fails to take ownership, accountability and responsibility or does not understand the consequences of his/her actions. Officer rationalizes errors and mistakes by

becoming verbally and/or non-verbally defensive. Officer is reluctant to ask questions and seek assistance for corrective action. Officer fails to respect personal boundaries or understand the challenges of sharing an office, desk, squad car or equipment.