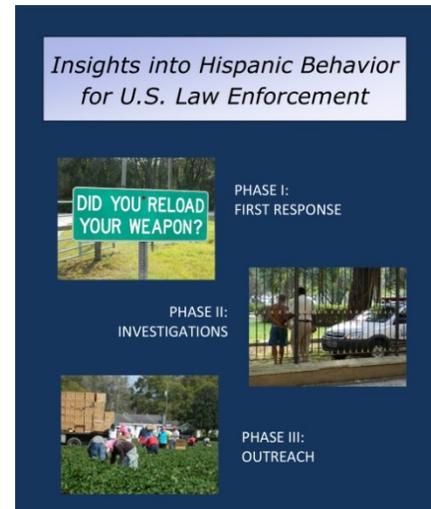


Insights into Hispanic Behavior for U.S. Law Enforcement©

What do Tulsa, Oklahoma; Clearwater, Florida; and Clark County, Ohio have in common? These communities had to quickly mobilize to train their officers how to manage an unexpected influx of Latino immigrants. These are just a few of the many law enforcement agencies facing cross-cultural challenges.

Hispanics represent the fastest-growing minority in the United States. As U.S. population demographics change, law enforcement agencies must educate themselves about the diversity in their districts. Occupational Spanish-language training helps, but law enforcement officers don't have to be bilingual to communicate successfully, increase cooperation and solve crimes in Latino communities. They can easily learn to improve their "cultural IQ."



ABSTRACT

“Insights into Hispanic Behavior” is a web-based training program that teaches non-bilingual officers strategies for interacting with Hispanics on the job. The scenarios anticipate common problems, give cultural context for breakdowns in communication and behavior, and provide insights and solutions. The content has been vetted by law enforcement experts—many of the tips for successful interaction come directly from interviews with officers. Upon successful completion, officers receive a certificate qualifying them for 12 hours of continuing education credits.

Participants must pass qualifying tests based on the *Insights* program content in order to proceed through the phases and earn 12 equivalent training credit hours. Upon successful completion of the final phase, participants are sent a certificate of completion via email.

To learn more about the program, go to www.SLSPublications.com/lawenforcement

If you are interested in purchasing this program, please contact sales@slspublications.com.



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CONTENT DESCRIPTION

Learn how to...



- build complete and accurate profiles on Hispanic suspects
- recognize suspicious identification documents
- manage drug and gang problems in immigrant communities
- recognize the hidden signs of human trafficking

- overcome the distrust immigrants feel toward police authorities
- elicit information and cooperation from Hispanic witnesses
- discriminate between universal body cues and those unique to Hispanic cultures
- recognize the meaning behind gestures and non-verbal behaviors



- manage differences in cultural values, behaviors and expectations
- identify and respect religious beliefs among Hispanic groups
- educate Hispanic communities through outreach efforts
- use cultural competency as leverage to elicit cooperation

Author and researcher Lori Madden, Ph.D. has worked in adult foreign language and cultural training for many years. She is currently Professor of Spanish at St. Petersburg College, FL. The program is produced by SLS Publications, LLC. <http://www.SLSPublications.com>



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