
Contents

Preface	xv
Acknowledgments	xix
List of Acronyms	xxi
Authors	xxiii
Introduction	xxv
1 Foundations of Communications	1
Introduction	1
Basic Concepts of Communication	2
Who/Whom?	2
What?	5
When?	7
Why?	9
How?	12
Noise	14
Protocols	17
Where?	19
Success and Failure of Communicating	21
Communications Process	21
Commentary Regarding Communicating in the Justice Domain	23
Chapter Comments and Summary	25
Terminology	25
References	27
2 Crafting Communication	31
Introduction	31
Basic Questions	33
Who/Whom?	34
What?	34
When?	35
Where?	36
Why?	37
How?	37
Crafting Methods	38
Writing Process	38
Prewriting	38
Organizing	40
Drafting	40

Revising	40
Editing	41
Final Draft	41
Auditory Process	41
Topical Expression	41
Construction	42
Composing	42
Rehearsal	43
Presentation	43
Visual Process—Video	44
Preproduction	44
Production	45
Postproduction	45
Integrated Paradigm	46
Perspective	46
First Person	46
Second Person	46
Third Person	47
Considerations of Perspectives	47
Other Crafting Paradigms	49
Persuasion	49
Informational	50
Instructional	50
Narration	51
Commentary Regarding Crafting Communications in the Justice Domain	51
Chapter Comments and Summary	52
Terminology	53
References	54
3 Psychological Aspects of Communications	57
Introduction	57
Psychological Strategies	58
Reasoning Methods	58
Deduction	59
Induction	63
Logical Fallacies	65
Ethos	71
Pathos	72
Behavioral Modification	73
Subliminal Concepts	75
Commentary Regarding Communications Psychology in the Justice Domain	77
Chapter Comments and Summary	78
Terminology	79
References	80

4	Basic Written Communications	83
	Introduction	83
	Electronic Mail	84
	Memorandums	86
	Announcement Memorandums	87
	Authorization Memorandums	87
	Directive Memorandums	89
	Persuasive Memorandums	89
	Letters	90
	Commendation Letters	92
	Transmittal Letters	92
	Acceptance Letters	94
	Reprimand Letters	96
	Gratitude Letters	98
	Response Letters	100
	Delinquency Letters	101
	Handbills	102
	Cards	103
	Operations Orders	106
	Planning Written Communications	108
	Commentary Regarding Writing in the Criminal Justice Domain	111
	Chapter Comments and Summary	115
	Terminology	116
	References	117
5	Visuals and Graphical Communication	121
	Introduction	121
	Visibility and Conspicuity	123
	Design Characteristics of Visuals and Graphics	125
	Visualizing Data	126
	Charts	127
	Bar Chart	127
	Pie Chart	128
	Gantt Chart	129
	Flow Chart	130
	Organizational Chart	132
	Line Graphs	134
	Integrating Charts and Graphs	135
	Diagrams	135
	Scatter-Plot Diagram	136
	Process Diagram	137
	Technical Diagram	137
	Tables and Figures	138
	Video and Animation	139
	Maps and Geographic Attributes	140

Roadway Graphics and Visuals	142
Aviation Graphics and Visuals	144
Maritime Graphics and Visuals	146
Commentary Regarding Visual Paradigms and the Justice Domain	147
Chapter Comments and Summary	149
Terminology	150
References	151
6 Reporting and Technical Communication	155
Introduction	155
Formal Documents and Reports	156
Letter of Transmittal	156
Cover Page	157
Executive Summary	158
Author Qualifications and Contact Information	159
Table of Contents	160
Listing Pertinent Information	160
Introduction	161
Scope and Limitations	161
Bias	162
Methodology	162
Body and Supporting Discussions	162
Findings	163
Conclusions and Recommendations	163
Appendix	163
Index	164
Reference Materials	164
Informal Documents and Reports	164
Formal versus Informal Paradigms	165
Delineating Processes and Procedures	166
User Manuals and Instructional Documentation	171
Annual Reports	172
Quarterly Reports	174
Crime, Field, and Incident Reports	175
Other Types of Reports	177
Commentary Regarding Reporting in the Justice Domain	178
Chapter Comments and Summary	179
Terminology	180
References	181
7 Oral Communications and Interpersonal Behaviors	183
Introduction	183
Oral Communications Process	185
Analysis of the Audience	185
Requirements	186
Design	187

Development	188
Testing and Rehearsing	189
Delivery	190
Feedback	192
Speaking Paradigms	192
Logical Arguments	193
Effective Language	193
Extemporaneous Communication	193
Speaking Organizations and Training	194
Oral Communication, the U.S. Constitution, and the Justice System	194
Policing and Oral Communication	197
Informing the Public: Announcements and Conferences	199
Commentary Regarding Oral and Interpersonal Communications	204
Chapter Comments and Summary	206
Terminology	207
References	208
8	211
Communications Technology	
Introduction	211
Brief History of Communications Technologies	212
Forms of Communications Technologies	214
Network Technology	214
Mass Media Technology	215
Social Network Technology	215
Print Media Technology	216
Video Media Technology	217
Audio Media Technology	217
Multimedia Technology	219
Satellite Technology	219
Other Forms of Communications Technology	219
Policy and Communications Technology	219
Communications Technology in the Justice Domain	223
Commentary Regarding Communications Technology	227
Chapter Comments and Summary	229
Terminology	230
References	231
9	235
Organizational Communication	
Introduction	235
Maslow and Communication	236
Organizational Directionality of Communication	238
Communicating Downwardly	239
Communicating Upwardly	239
Communicating Horizontally	240
Communications Networks and Channels	240
Conflict Resolution and Communication	242

Arbitration	243
Mediation	243
Negotiation	243
Facilitation	245
Communication Styles	245
Virtual Organizations and Communication	247
Communications Failure	248
Organizational Policy and Communication	249
Commentary Regarding Organizational Communication	251
Chapter Comments and Summary	253
Terminology	254
References	255
10 Marketing and Advertising Communications	257
Introduction	257
Influencing Public Perceptions	258
Marketing and Advertising Concepts	259
Traditional versus Service Paradigms	262
Marketing Process	264
Societal Commencement	265
Requirements	265
Resource Analysis	265
Design	266
Development	266
Financial Management	266
Initiative Decision	266
Commit Organizational Resources	267
Strategies and Tactics	267
Implementation	267
Feedback	267
Evaluation	268
Characteristics of the Marketing Process	268
Service Marketing and the Justice Domain	269
Branding	270
Marketing Process Evaluation	272
Public Service Campaigns and Advertisements	273
Commentary Regarding Marketing and Advertising Communications	274
Chapter Comments and Summary	276
Terminology	278
References	279
11 Emergency and Public Communication	281
Introduction	281
National Incident Management System	283
Public Warning Systems	285
Commercial Mobile Alert System	286

Integrated Public Alert and Warning System	287
Emergency Alert System	290
Common Alert Protocol	291
National Communications System	292
Government Emergency Telecommunications Service	293
Wireless Priority Service	294
Ten-Codes	295
Common Language Protocol	297
Encoded Language versus Common Language	298
Emergency Communications Planning	299
Commentary Regarding Emergency and Public Communications	301
Chapter Comments and Summary	302
Terminology	303
References	305
12 Employment Communication	307
Introduction	307
Fair Labor and Standards Act of 1938	308
Occupational Safety and Health Act	309
Migrant and Seasonal Agricultural Worker Protection Act	312
Family Medical and Leave Act	313
Employee Polygraph Protection Act	313
Other Legislation and Communication	315
Employment Postings	315
Cover Letter	317
Resumes	319
Employment Interviews	322
Employment Follow-Up Letter	325
Employment Offer Letters	326
Employment Rejection Letters	327
Employment Termination Letters	328
Other Employment Communication	329
Commentary Regarding Employment Communication	330
Chapter Comments and Summary	332
Terminology	332
References	334
13 Leading the Way: Leadership Communication	337
Introduction	337
Leadership Theories and Paradigms	338
Great Man Theory	338
Trait Theory	339
Behavioral Theory	341
Contingency Theory	344
Transactional Theory	345
Transformational Theory	346

Participative Theory	347
Charismatic Theory	348
Servant Theory	350
Commentary Regarding Leadership Communication	352
Chapter Comments and Summary	356
Terminology	357
References	358
14 High or Low? The Mathematics of Communication	363
Introduction	363
Wave Concepts	364
Doppler Effect	369
Visual Resources	374
Electronic Networks	378
Commentary Regarding Mathematics and Communication	382
Chapter Comments and Summary	383
Terminology	384
References	386
15 Communication Ethics and Professional Organizations	389
Introduction	389
Perspectives of Ethics	390
Ethical Codes and Standards	393
Professional Organizations and Communication Ethics	398
Communication Ethics and Decisions	408
Commentary Regarding Ethics in the Justice Domain	412
Chapter Comments and Summary	414
Terminology	415
References	416
16 Communications and the U.S. Constitution	419
Introduction	419
Considerations of the First Amendment	420
Contexts of the First Amendment	422
Unprotected and Curtailed Communication	425
Defamation, Libel, and Slander	431
Intellectual Property	434
Privacy	436
Commentary Regarding Communications in the Justice Domain	437
Chapter Comments and Summary	438
Terminology	439
References	441
17 Communication in the Justice System	445
Introduction	445
Types of Communication	447

Briefings and Roll Calls	448
Dispatchers and Communication	449
Policing Communication and Policy	452
Policing Communication and Arrests	453
Policing Communication and Documentation Procedures	454
Policing Communication, Interviews, and Interrogations	454
Policing and Case Information	458
Policing Communication and Questioning Environments	459
Policing Communication and Question Types	461
Arraignment and Communication	463
Communication and the Criminal Trial Process	464
Communication and the Courtroom Setting	466
Commentary Regarding Communication in the Justice Domain	469
Chapter Comments and Summary	470
Terminology	471
References	472
18 Can You Hear Me Now? Physical Disability and Communication Challenges	475
Disabilities	475
Americans with Disabilities Act of 1990	479
Communicating in the Justice System	482
Policy and Methods of Improving Communication	483
Court Cases and Disability Communication	487
ADA Truths versus Myths	488
Commentary Regarding Disability Communication	490
Chapter Comments and Summary	492
Terminology	493
References	494
19 Back to the Future: Communications Innovation and Emerging Concepts	497
Introduction	497
Holography	498
Communication Technologies	500
Natural Language Processing	502
Human Networking and Cybernetics	504
Public Safety and Awareness	507
Steganography	509
Innovators	512
August Vollmer	512
John Edgar Hoover	513
Commentary Regarding Innovation and Emerging Concepts	516
Chapter Comments and Summary	517
Terminology	518
References	520

Appendix A: The Declaration of Independence	525
References	530
Appendix B: Press Conference of President Gerald Ford	531
Commentary	538
References	543
Appendix C: Steps in a Lawsuit	545
Step 1: Filing a Complaint or Petition	545
Step 2: Service of Process	545
Step 3: The Answer	546
Step 4: Ending a Suit through Motions	546
Step 5: Discovery	547
Step 6: The Trial	547
Reference	551
Appendix D: Communication and the Chain of Custody	553
Introduction	553
Chain of Custody	555
Commentary Regarding Chain of Custody and Communication	558
Appendix Comments and Summary	560
Terminology	560
References	561
Appendix E: The Constitution of the United States of America	563
Commentary	563
References	580
Appendix F: Hand Signals and Body Signals	581
Commentary	581
Terminology	590
Reference	591