

MODULE 2:

Expectations & Legitimacy



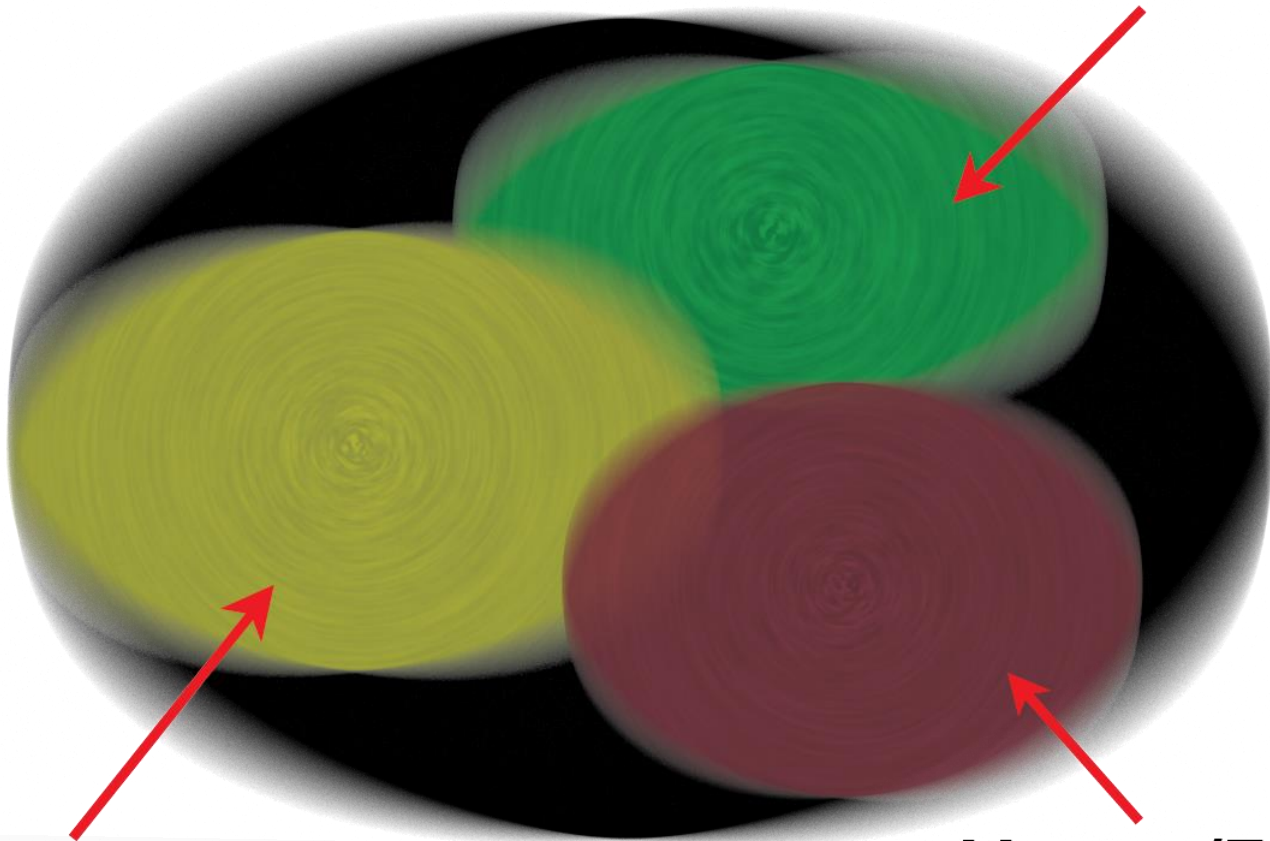
Cynicism

Cyn·i·cism (noun): belief that people are generally selfish and dishonest

- Cynicism can manifest itself as frustration, disillusionment, and distrust.
- A cynic expects nothing but the worst in people
- Cynicism is the **antithesis** of idealism, truth, and justice – which are virtues that police officers swear to uphold.

Sources of Stress

The Street/Officer Safety



Department/Bosses

Home/Family

Three Tragic Secrets

- High **Alcoholism** Rate
- High **Divorce** Rate
- High **Suicide** Rate

A black-outlined speech bubble with rounded corners and a tail pointing towards the bottom left. It contains the text "Do we ever talk about this?" in a bold, black, sans-serif font.

Do we ever talk about this?

Cynicism in the Community

- There is cynicism in communities that suffer from crime.
- Legal cynicism: Belief that “the police don’t want to help and can’t help keep me/us safe.”
- Legal cynicism makes communities more dangerous, more violence
- The part of the community that distrusts us the most needs us the most.

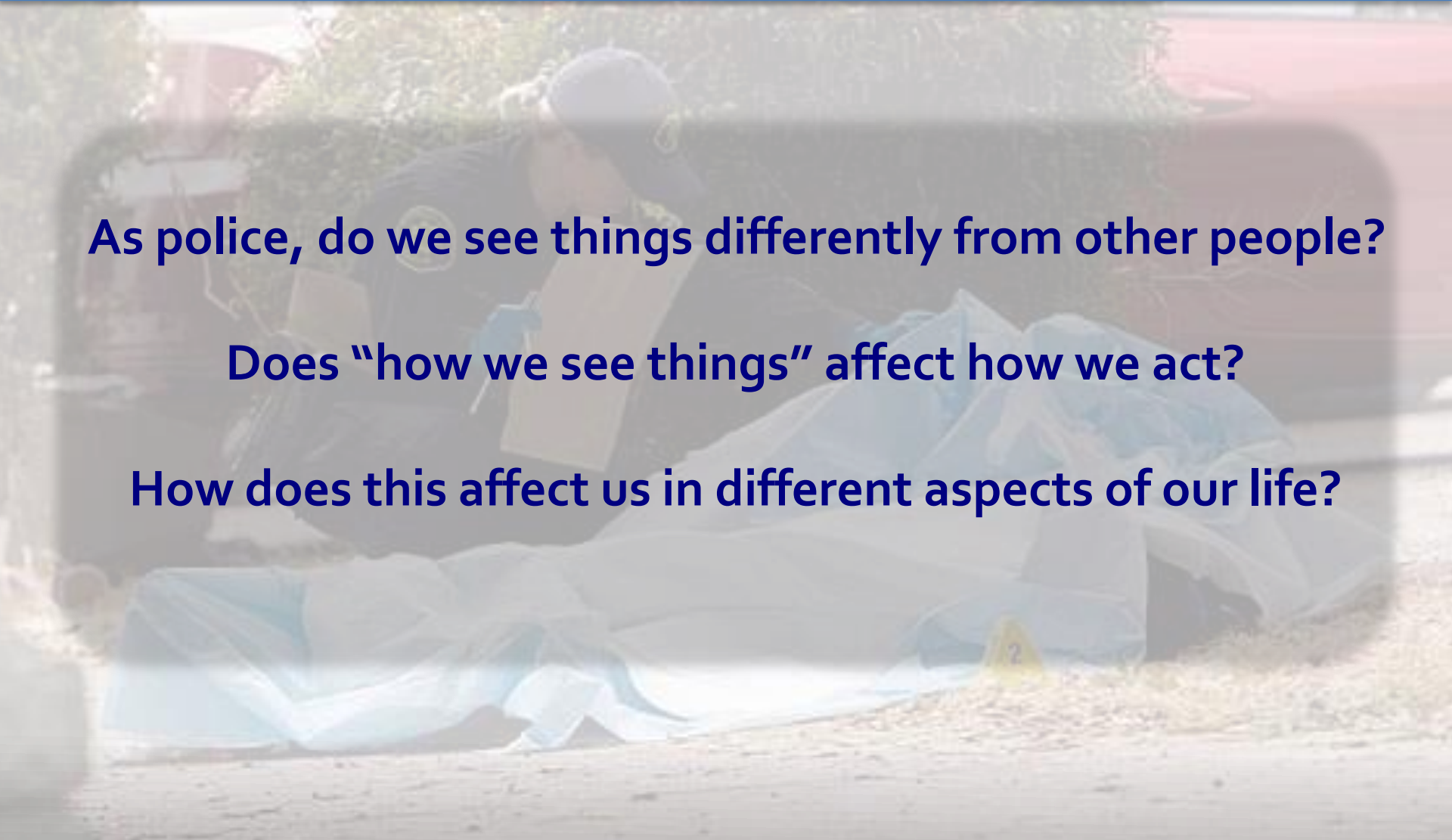
There is a practical reason why we should focus our trust building work in high-crime, low-trust communities.

Our Perspective

As police, do we see things differently from other people?

Does “how we see things” affect how we act?

How does this affect us in different aspects of our life?



Us v. Them

**"Real World"
for police =
3-6% of the
population
in the very worst
situations**

**In Reality, 94-97%
of the population is
law abiding**

Sir Robert Peel

“Police, at all times, should maintain a relationship with the public that gives reality to the historic tradition that the police are the public and the public are the police.”

- *Peelian Principle 7*



“Father of Modern Policing”

1788-1850

The Golden Rule

How would you like to be treated in this situation?

The Golden Rule bridges cultural and religious boundaries and can be used to create common ground with almost anyone.

The Platinum Rule

**Treat others the way *THEY*
want to be treated**

Expectations Exercise

Group 1:

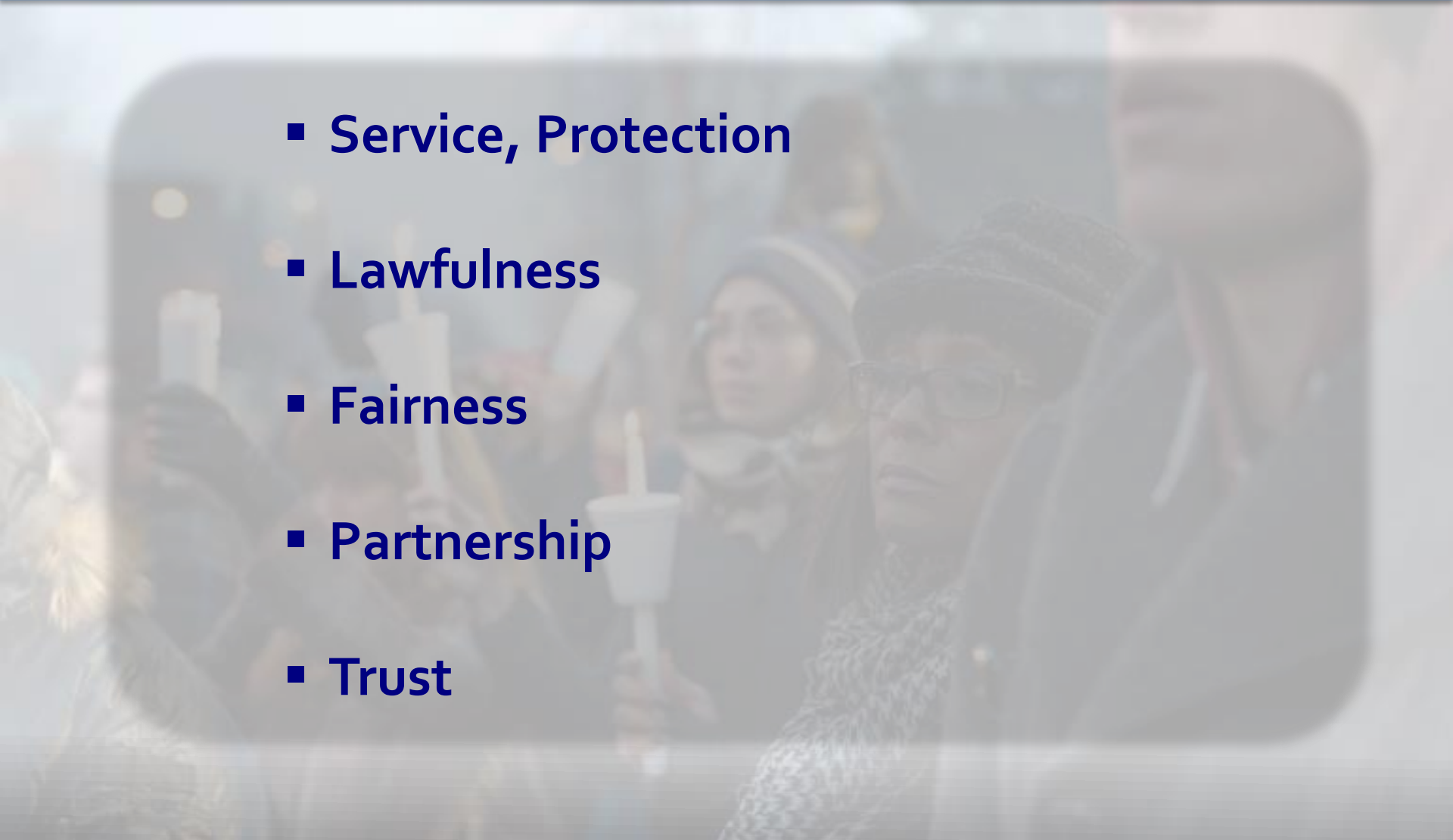
What does the community **EXPECT** from police officers?

Group 2:

What do police officers **EXPECT** from the community?

Expectations Exercise:

The community expects...

- Service, Protection
 - Lawfulness
 - Fairness
 - Partnership
 - Trust
- 

Expectations Exercise:

Police officers expect...

- Acceptance of our authority
 - Compliance
 - Cooperation
 - Information
 - Responsibility
 - Respect
 - Trust
- 

Can the **police** fight crime without the **community**?

Legitimacy and Procedural Justice lead to:

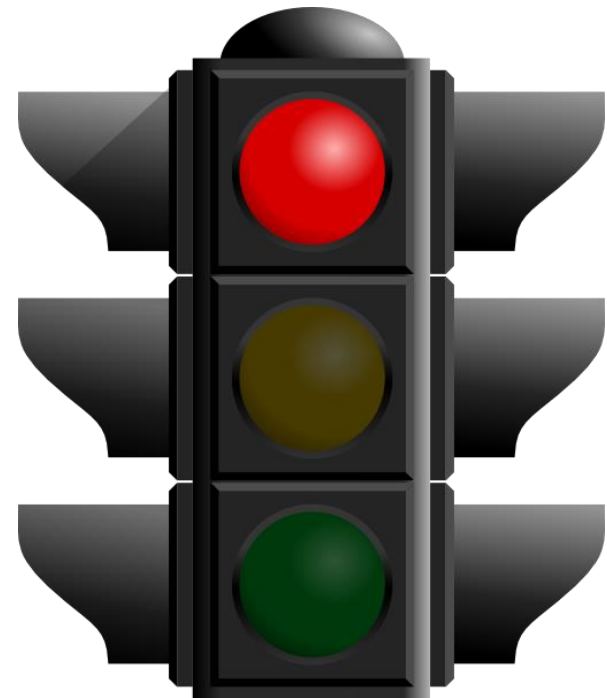
**Voluntary compliance with the law
&
The community helping the police**



Why do people obey the law?

Deterrence v. Legitimacy

- Fear of punishment
- It is the right thing to do
- Most people believe police have the right to tell them what to do

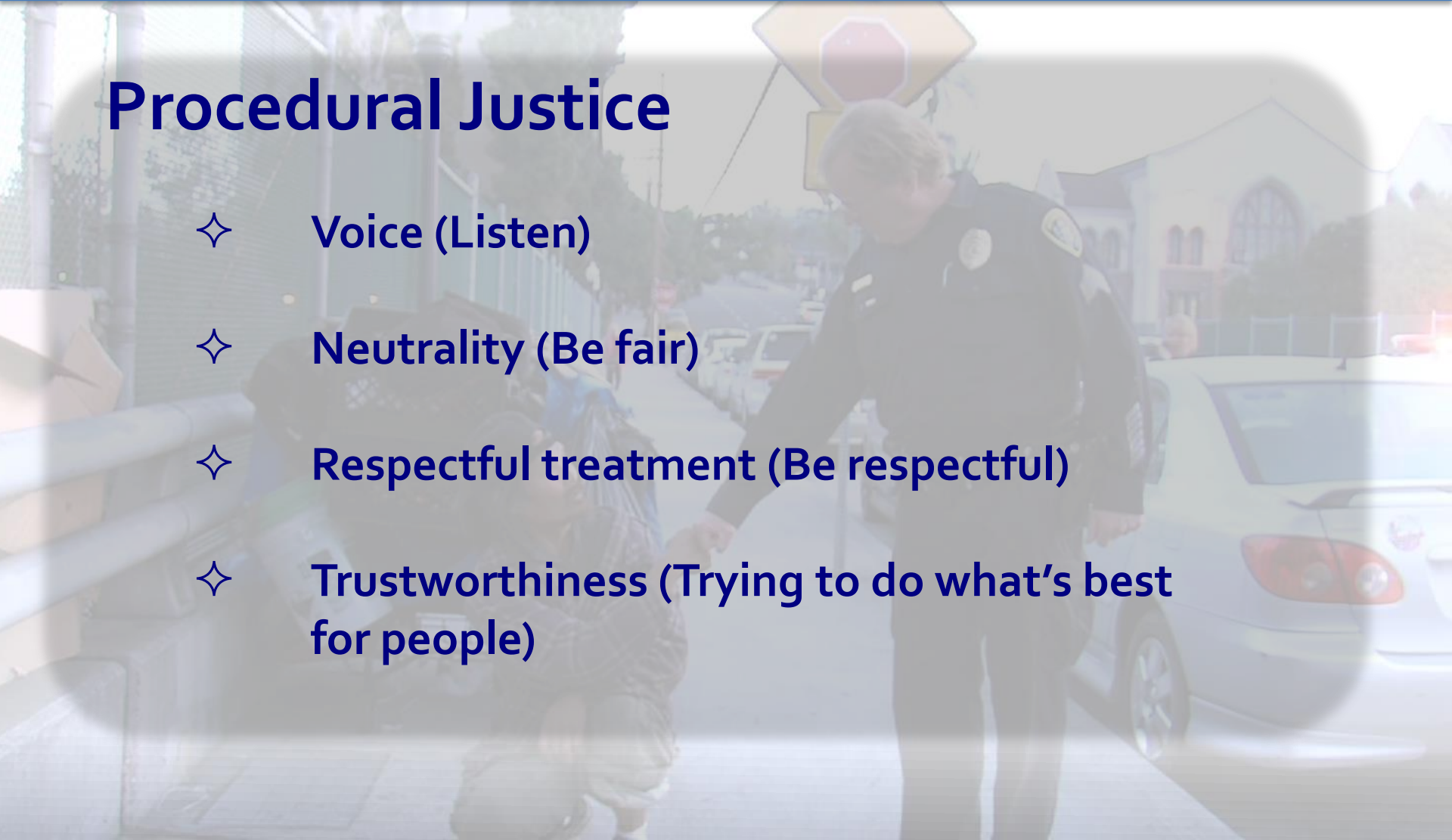


Research shows overwhelmingly that the latter two are true.

Legitimacy: How to gain it?

Procedural Justice

- ✧ Voice (Listen)
- ✧ Neutrality (Be fair)
- ✧ Respectful treatment (Be respectful)
- ✧ Trustworthiness (Trying to do what's best for people)



Legitimacy

What is Legitimacy?

- When people view the police as entitled to exercise authority, maintain social order, manage conflicts, and solve problems.

Legitimacy reflects:

- Trust and confidence in police
- Voluntary compliance and acceptance of police authority
- Police actions are morally correct and appropriate to the circumstances

Video: "Skateboarder & Cop"

