

MODULE 3:

Procedural Justice

Procedural Justice



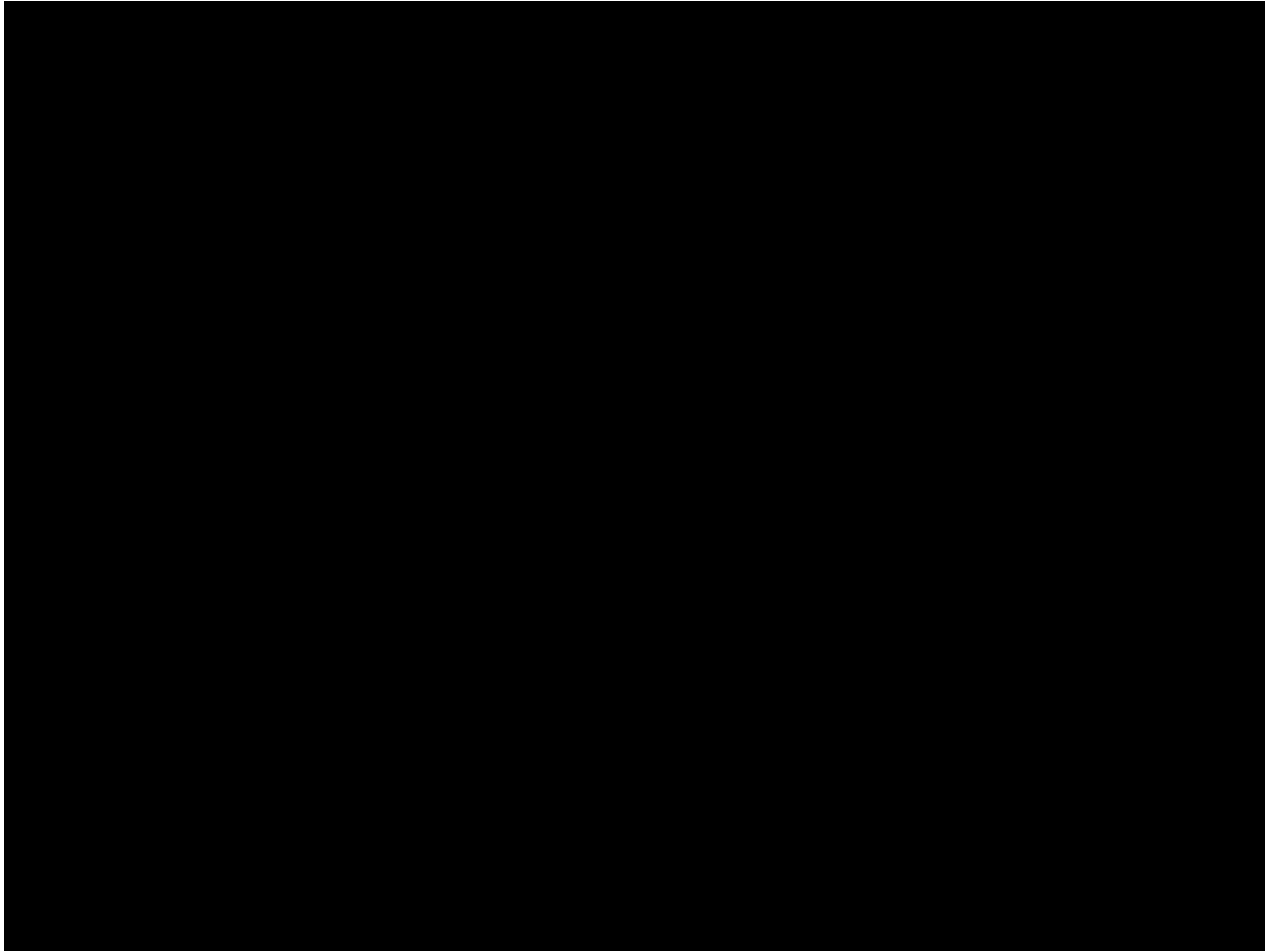
- **What is Justice?**

The use of authority and power to uphold what is right, fair, or lawful.

- **What is Procedural Justice?**

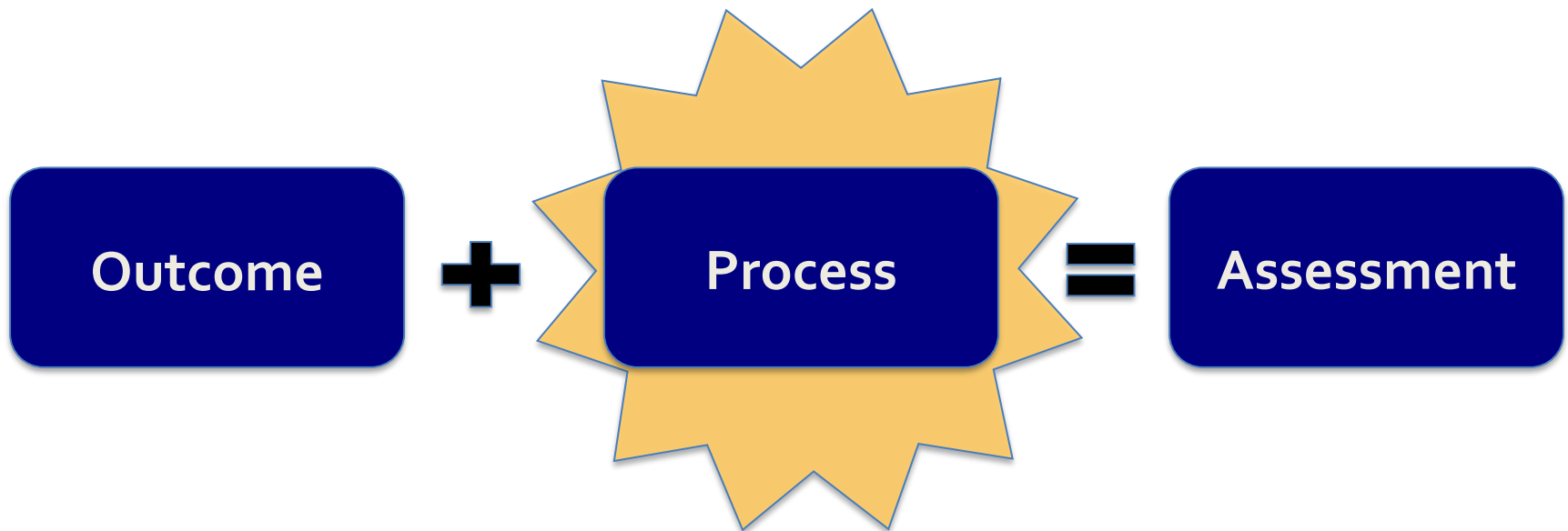
The procedures police officers use to treat people fairly and with respect.

Video: "One Good Cop"



Assessment of an Experience with the Police

Procedural Justice



Procedural Justice

Primary issue in how a community views police legitimacy



Are police exercising their authority in a fair, just way?

Research shows Procedural Justice is more important than the outcome of the encounter.

A positive or negative outcome mostly **does not** have an effect on legitimacy.

Video: "No Complaints"



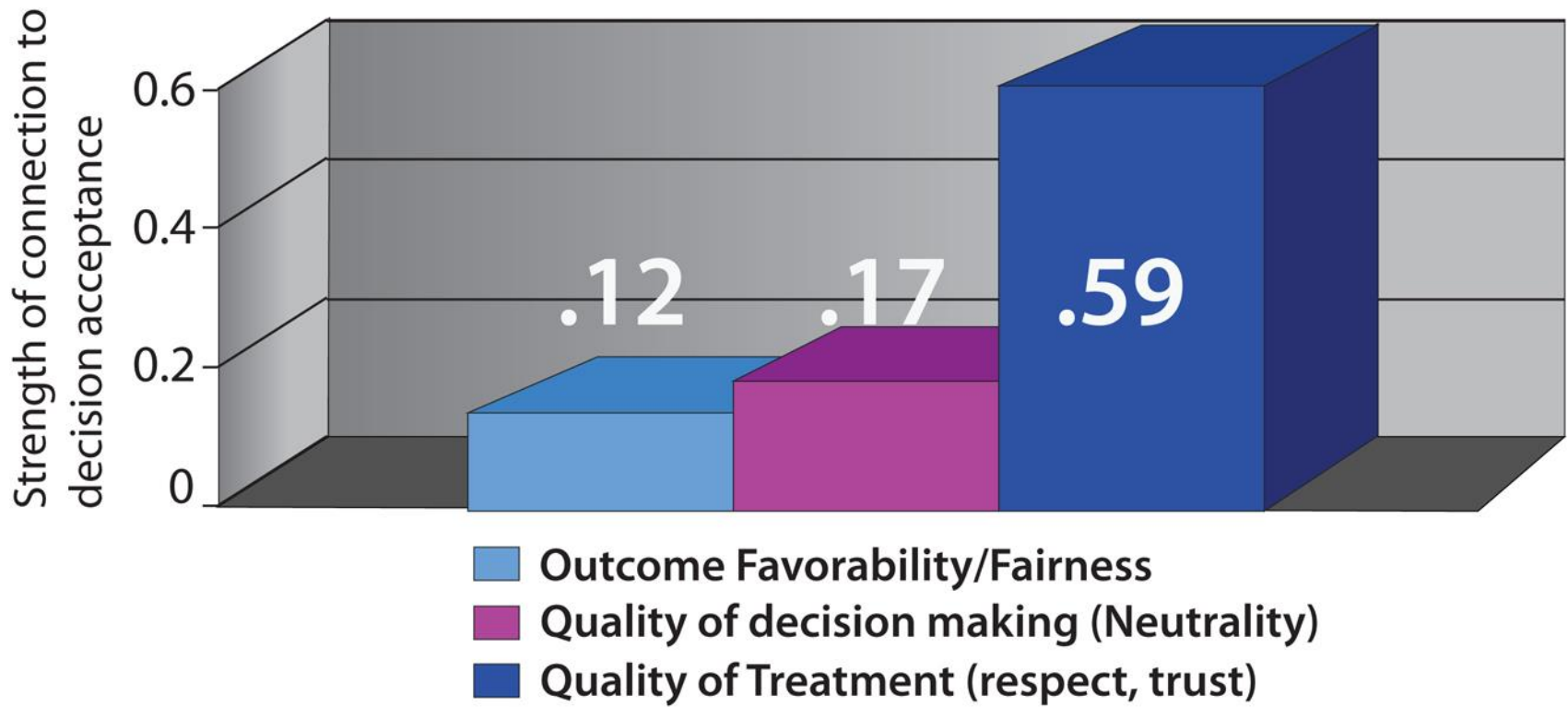
Research Supporting Procedural Justice

Study of California Street Stops

- Conducted in Oakland and Los Angeles
- Interviewed 1,656 people who had recent personal experiences with legal authorities

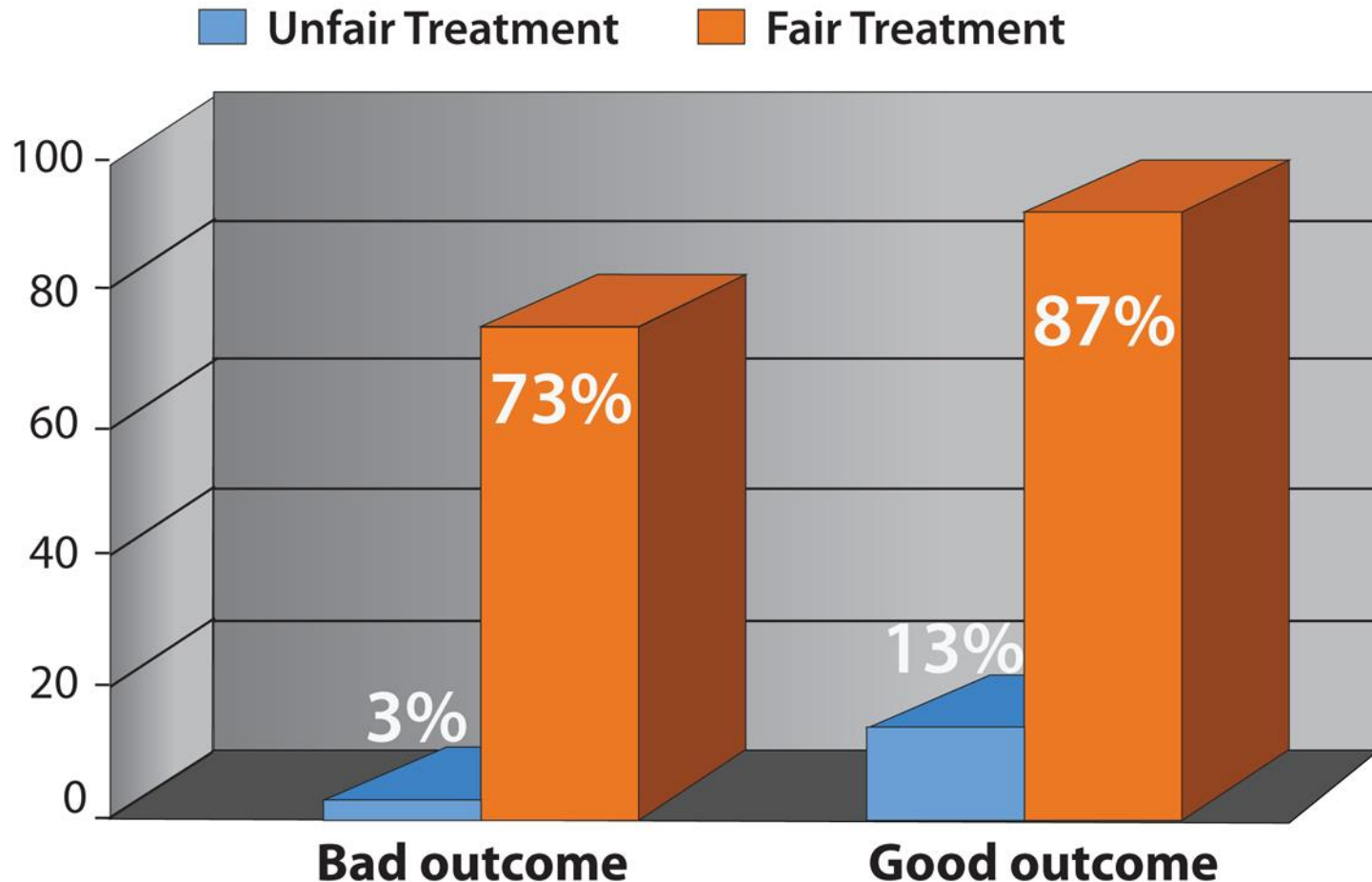
Why Procedural Justice?

Will the citizen voluntarily accept police decisions?



(Taken from Tyler (2012) concerning street stops in California)

Why Procedural Justice?



(Taken from Tyler (2012) concerning street stops in California)

Procedural Justice

✧ **Quality of the decision-making**

- Voice
- Neutrality (Fair Process)

✧ **Quality of the treatment**

- Respect for people and their rights
- Trustworthiness (Trying to do what's best for people)



Procedural Justice: **Voice**

Quality of the Decision Making – Voice

Allow the participant to voice their point of view and offer an explanation.

- Active listening by the officer
- Allow them to talk

Having a voice makes people feel heard and that they are part of the process; that they have input in the decision even if it does not impact the final outcome.

Procedural Justice: **Voice**

Officer Safety!

People want to be **heard** and **understood**.

Non-verbal communication is as important as verbal.

The subject's **perception** is what counts – don't argue.

It's not about you – **It's more about the values,
feelings, and experiences.**

Emotions are universal, experiences are not.

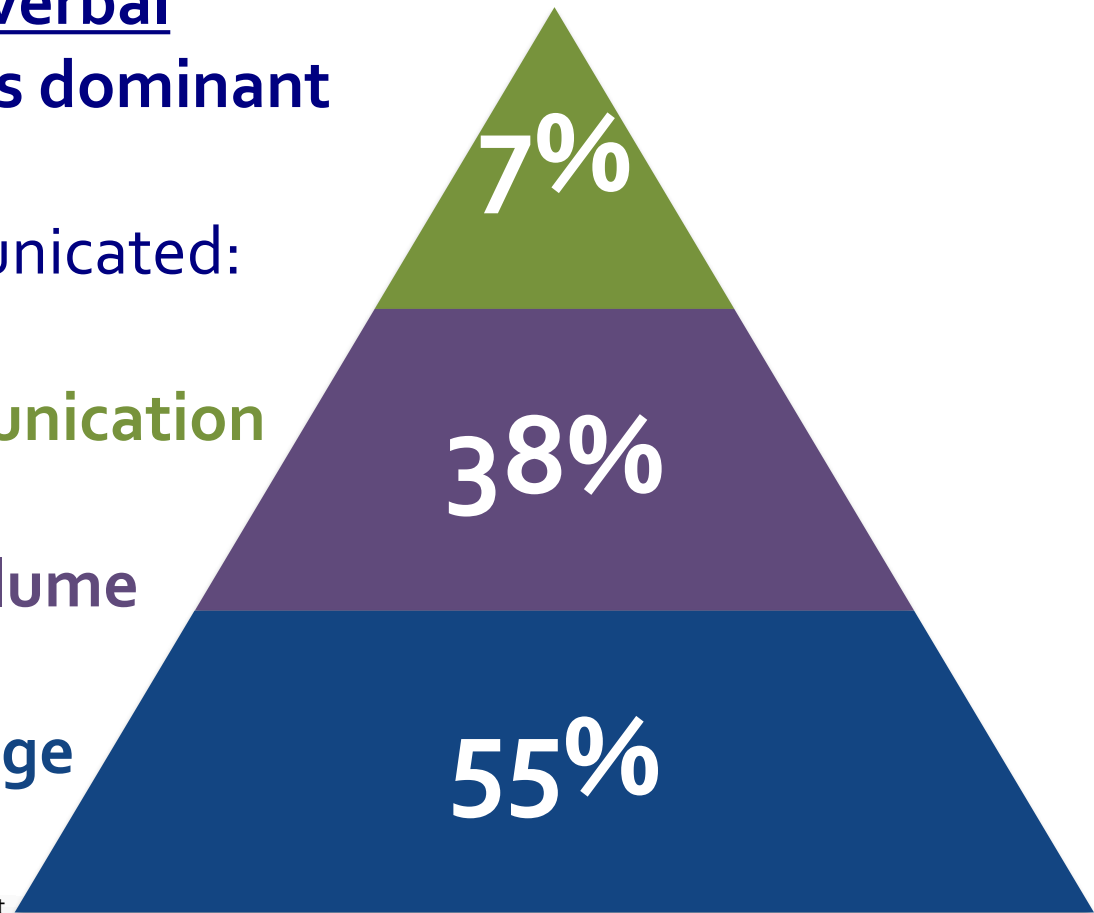
With every story, there is an emotion.

Procedural Justice: **Voice**

Under stress, non-verbal communication becomes dominant

How information is communicated:

- 7 percent **verbal communication**
- 38 percent **tone and volume**
- 55 percent **body language**



Procedural Justice: **Neutrality**

Quality of the Decision-Making – Neutrality

The officer exhibits neutral feeling towards the person

- Non-verbal cues – what message are you sending

Unbiased decision-making

- The decision is not based on personal bias
- Consistent and transparent

The decision is applied equally to all

- Allows people to see the decision has been neutral
- Explain the Process! (Transparency)**

Labeling

Table Exercise:

Part 1

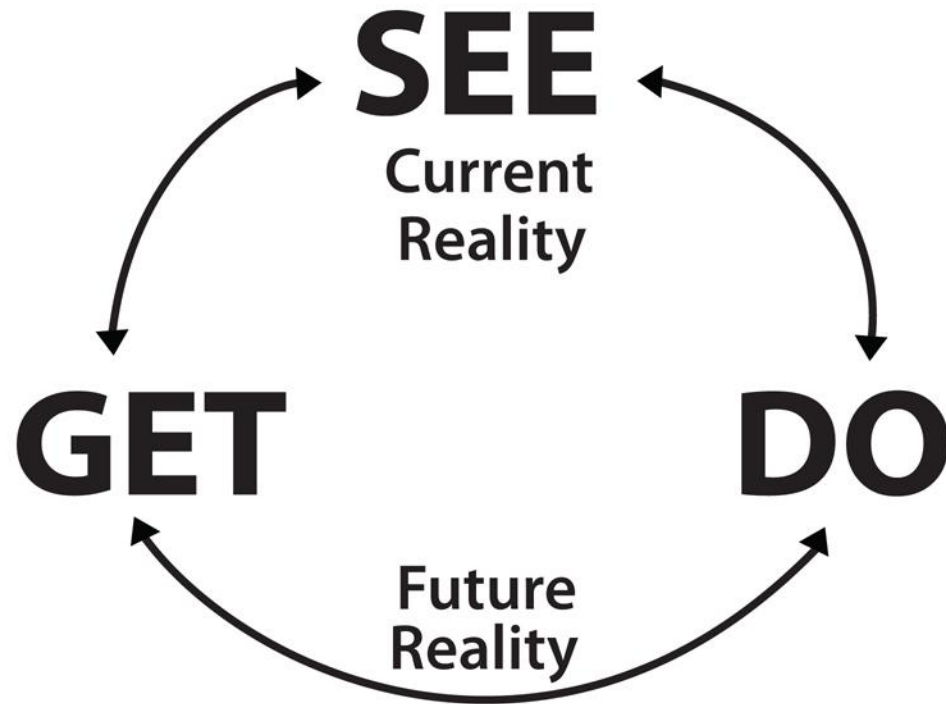
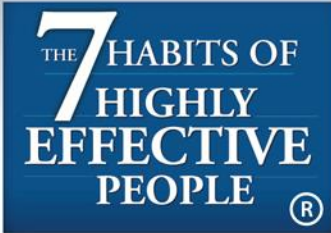
Write one word that the police use to describe the people in the areas they work.

Part 2

Write one word that residents use to describe the police.

Video: "St. Landry Parish"





Procedural Justice: **Respect**

Quality of the Treatment – Respect

- Treating a person with dignity validates them as a human being
- Showing empathy indicates understanding of the importance they place on the issue involving the police
- Respect for the person and the person's rights

Results in voluntary compliance

Procedural Justice: Trustworthiness

Quality of Treatment – Trustworthiness

Officers are seen as trustworthy when they:

- Consistently communicate caring and positive intent and character
- Explain and justify their actions in a way that shows sensitivity to people's needs and concerns
- Consistently try to do what is best for people

Personal Stories Exercise

A visit to the doctor:

*You visit the doctor but s/he does not listen to your symptoms.
The doctor gives you medicine before you can tell him/her
what is wrong.*

- Does this experience build trust with the doctor? The office? HMO?
- Do you tell others about your experience?
- How do you feel when someone does not listen to you? Or when you feel as if you have no control over your care?

What's your story?

Power

Power of Control:

Using coercion, threats, force, or the perception of power to gain compliance.

★ **Power of Influence:**

- ✧ Using ethical principles to earn people's respect and make a positive difference in their lives.
- ✧ The power to work effectively with others to get a better result.

Procedural Justice leads to Legitimacy...