



Daniel Adrian Doss
William H. Glover
Rebecca A. Goza
Michael Wigginton, Jr.

The Foundations of Communication in
**CRIMINAL JUSTICE
SYSTEMS**

The Foundations of Communication in **CRIMINAL JUSTICE SYSTEMS**

Daniel Adrian Doss

University of West Alabama, Livingston, USA

William H. Glover

Belhaven University

Rebecca A. Goza

University of Central Oklahoma, Edmond, USA

Michael Wigginton, Jr.

University of Mississippi, University, USA



CRC Press

Taylor & Francis Group

Boca Raton London New York

CRC Press is an imprint of the
Taylor & Francis Group, an **informa** business

CRC Press
Taylor & Francis Group
6000 Broken Sound Parkway NW, Suite 300
Boca Raton, FL 33487-2742

© 2015 by Taylor & Francis Group, LLC
CRC Press is an imprint of Taylor & Francis Group, an Informa business

No claim to original U.S. Government works

Printed on acid-free paper
Version Date: 20140909

International Standard Book Number-13: 978-1-4822-3657-6 (Hardback)

This book contains information obtained from authentic and highly regarded sources. Reasonable efforts have been made to publish reliable data and information, but the author and publisher cannot assume responsibility for the validity of all materials or the consequences of their use. The authors and publishers have attempted to trace the copyright holders of all material reproduced in this publication and apologize to copyright holders if permission to publish in this form has not been obtained. If any copyright material has not been acknowledged please write and let us know so we may rectify in any future reprint.

Except as permitted under U.S. Copyright Law, no part of this book may be reprinted, reproduced, transmitted, or utilized in any form by any electronic, mechanical, or other means, now known or hereafter invented, including photocopying, microfilming, and recording, or in any information storage or retrieval system, without written permission from the publishers.

For permission to photocopy or use material electronically from this work, please access www.copyright.com (<http://www.copyright.com/>) or contact the Copyright Clearance Center, Inc. (CCC), 222 Rosewood Drive, Danvers, MA 01923, 978-750-8400. CCC is a not-for-profit organization that provides licenses and registration for a variety of users. For organizations that have been granted a photocopy license by the CCC, a separate system of payment has been arranged.

Trademark Notice: Product or corporate names may be trademarks or registered trademarks, and are used only for identification and explanation without intent to infringe.

Library of Congress Cataloging-in-Publication Data

Doss, Daniel Adrian.

The foundations of communication in criminal justice systems / Daniel Adrian Doss, William H. Glover, Jr., Rebecca A. Goza, Michael Wigginton, Jr.
pages cm

Includes bibliographical references and index.

ISBN 978-1-4822-3657-6 (hardcover : alk. paper) 1. Communication in law enforcement. 2. Criminal justice, Administration of. I. Title.

HV7936.C79.D67 2015
364.01'4--dc23

2014033365

Visit the Taylor & Francis Web site at
<http://www.taylorandfrancis.com>

and the CRC Press Web site at
<http://www.crcpress.com>

The Foundations of Communication in

CRIMINAL JUSTICE SYSTEMS

Preface

The combination of occasional insomnia and late-night movies may lead to the writing of books. During a sleepless night, I experienced a television showing of *Cool Hand Luke* (Internet Movie Database, 1967) during the wee hours. Among this movie's most memorable lines are, "What we've got here is failure to communicate. Some men, you just can't reach. So, you get what we had here last week, which is the way he wants it. Well, he gets it. I don't like it any more than you men" (Internet Movie Database, 1967). This portion of movie script spurred me to search meticulously for law enforcement or criminal justice textbooks that were authored from the perspective of communication. I located relatively few, reviewed their contents, and believed some colleagues and I could offer a new approach regarding the subject matter. The sandman's absence sparked a moment of inspiration that resulted in the crafting of a book outline.

Nearly a year later, after having finished a draft manuscript of this book, I once again found myself awake during the wee hours because of discomforts resulting from hernia surgery and the necessity of proofreading chapters. I again had the joys of late-night television while waiting for the pills from my trusty bottles of Demerol and Phenergan to blissfully quash the pain and soreness, and vastly modify my proofreading abilities. A Clint Eastwood movie marathon was on the tube that night.

Within the movie *Dirty Harry* (Internet Movie Database, 1971), one scene involved Eastwood communicating with a subdued perpetrator, and framing his situation rather directly. Specifically, Eastwood stated, "I know what you're thinking, punk. You're thinking 'Did he fire six shots or only five?' Now, to tell you the truth, I forgot myself in all this excitement. But, being this is a .44 Magnum, the most powerful handgun in the world and will blow your head clean off, you've gotta ask yourself a question: 'Do I feel lucky?' Well, do ya, punk?" (Internet Movie Database, 1971) Although fictitious, such a scene provides some important lessons regarding communication—it is often oral, quick, precise, to the point, and involves a sound, mutual understanding of the intended and inferred messages that are exchanged between senders and receivers. Human memory is imperfect. Therefore, people may be unable to recall completely and communicate accurately the details of an event. Communication also often involves the expressing of statements and the posing of questions that require varying amounts of thoughtfulness.

In reality, law enforcement officers and the personnel within the justice system often encounter various impediments that affect their ability to communicate with others. When law enforcement officers encounter members of the general public, some people may be mute, deaf, blind, or unable to speak English. Other medical conditions may also impede communicating effectively and efficiently. Members of the general public may offer different accounts of a mutually observed event (e.g., an automobile accident, act of crime, or domestic incident), thereby necessitating discretion, investigation, and wariness by the interviewing law enforcement officer. Malfunctioning technologies, such as radios, cellular telephones, and so forth, may also impair the ability to communicate. Therefore,

when communicating with the members of society, law enforcement officers and personnel within the justice domain often encounter circumstances that diminish the ability to communicate efficiently and effectively.

Other considerations of communicating are as follows:

- Communicating is approximately 93% nonverbal (CUPW/UPCE-PSAC, 2013).
- One must generally hear something at least three times before the intended message can be effectively remembered (CUPW/UPCE-PSAC, 2013).
- Approximately 83% of adults learn concepts through visual means (CUPW/UPCE-PSAC, 2013).
- Approximately 7% of communicating involves what one says; approximately 38% relates to how one says something; and approximately 55% involves “body movement” (CUPW/UPCE-PSAC, 2013).

These items represent a rather personal view of communication between people. However, many perspectives of communication exist. Communication is a big business upon which law enforcement organizations, corrections facilities, security organizations, and court systems rely on daily to support their functioning. These entities rely on telephone service, fax machines, electronic mail, surface mail, and wireless modalities in varying degrees. These services and products and various aspects of their components are not necessarily innate to the justice system. Instead, they are obtained from outside vendors of goods and services (e.g., AT&T, Comcast, Microsoft, or Motorola) that supply a range of products and services ranging from software to cellular telephones.

Communication represents a method of influencing societal behaviors. Among localities, numerous billboards, television and radio commercials, and newspapers often communicate messages that are intended to modify the behaviors of the local citizenry. Specifically, campaigns against drunk driving may be broadcast to mass audiences as a method of attempting to diminish instances of driving while intoxicated. Another familiar communications initiative is the “Click It or Ticket” campaign in which citizens are told to use their seat belts or face certain consequences if they are caught while driving without using a seat belt.

Communicating with the citizenry to influence behaviors also accommodates messages that influence both adults and children. Certainly, there are the unforgettable messages that are intended to sway behavior involving the McGruff Crime Dog and Smokey Bear. The former encourages people to report crimes, whereas the latter encourages people to ensure that camp fires are watered down before leaving a forest.

Other perspectives of communication involve homeland security and national security. Truck drivers may be conceptualized as the eyes and ears of American roadways throughout the nation (McElreath et al., 2013). If they see something suspicious, then they are encouraged to report it to authorities (McElreath et al., 2013). Furthermore, communication resources are components of critical national infrastructure (McElreath et al., 2013). They must be protected and maintained at all times during periods of both peace and distress (McElreath et al., 2013).

Communication may be considered from an operational perspective. Emergency dispatchers must communicate clearly, concisely, and unemotionally to allocate and direct emergency resources. Depending on departmental policies, law enforcement personnel often use “ten-codes” to communicate efficiently and effectively while simultaneously

encrypting portions of their messages to enhance communications security. However, when working with other agencies during an emergency, some efforts may be made by law enforcement entities to abandon “ten-codes” in favor of plain English to improve the effectiveness and efficiency of communicating.

A little imagination and some research will result in many other perspectives of communication that influence the justice system. Communication is an innate aspect of human existence and society. It is ubiquitous and inescapable. Understanding some of its basic principles, hopefully, will improve one’s abilities to communicate efficiently and effectively.

It’s now almost six weeks after hernia surgery. I’m once again awake during the wee hours at 3:17 a.m. I’m cranking out this preface while hearing the sounds of my ferocious, one-eyed Jack Russell terrier, Sprat, barking heartily at squirrels outside my window. An old rerun of *Gomer Pyle, U.S.M.C.* is on the tube tonight. Despite my best efforts to silence Sprat and to ensure rural tranquility among the hills and hollows of north Mississippi, we’re having some communication problems. The dog doesn’t speak English or squirrel, and I don’t speak terrier. I could care less for talking to squirrels. Although I’ve performed my best impersonation of Sergeant Carter as a method of attempting to make my little man hush, he just doesn’t get it ... so, to quote the movie *Cool Hand Luke* (Internet Movie Database, 1967) again, “What we’ve got here is failure to communicate.”

Hopefully, kind reader, my fellow authors and I shall successfully communicate to you various concepts of justice system communication that may assist you in your endeavors. We hope there will be few, if any, communications failures as you read through these materials. We hope that you find this book to be interesting, useful, meaningful, and beneficial. If you experienced this book as an instructor or student, used it within your profession, or read it because of outright curiosity, then we encourage you to communicate with us regarding your feedback.

Thank you for your valuable time, kind attention, and interest in our work.

Daniel Adrian Doss

References

- CUPW/UPCE-PSAC. (2013). Communication facts. Special needs—Breaking through barriers for workers who have children with special needs. Retrieved from <http://specialneedsproject.ca/resources/useful-tools/330-communication-facts.html> (accessed September 16, 2013).
- Internet Movie Database. (1967). *Cool Hand Luke*. *Cool Hand Luke* quotes. Retrieved from <http://www.imdb.com/title/tt0061512/quotes> (accessed September 22, 2013).
- Internet Movie Database. (1971). *Dirty Harry*. *Dirty Harry* quotes. Retrieved from <http://www.imdb.com/title/tt0066999/quotes> (accessed September 13, 2013).
- McElreath, D., Jensen, C., Wigginton, M., Doss, D., Nations, R., & Van Slyke, J. (2013). *Introduction to homeland security* (2nd ed.). Boca Raton, FL: CRC Press.

Acknowledgments

Thanks to Almighty God for this publication opportunity. Micah 6:8—"He hath shewed thee, O man, what is good; and what doth the Lord require of thee, but to do justly, and to love mercy, and to walk humbly with thy God?"

This work is for my parents—Jerry W. Doss and Margaret S. Doss. When I was little, you always said I should eventually write a book. Well, here's another one!

For my little girl, Caleigh—I love you! Now that Daddy is finished with his "big book thingy," we can watch Mickey Mouse all night!

Thank you to my coauthors, Dr. Bill Glover, Becky Goza, and Dr. Mike Wigginton. Your participation and friendship are greatly appreciated, and I have thoroughly enjoyed this opportunity to collaborate with you.

Thank you to the faculty and staff of the University of West Alabama. Your encouragement was essential in keeping our efforts focused when completing the manuscript.

Thank you to the faculty and staff of the Department of Legal Studies at the University of Mississippi and the Department of Criminal Justice at the University of Massachusetts (Lowell). It was your graduate programs that sparked the idea of blending the topics of business and criminal justice as a research endeavor.

Daniel Adrian Doss

To my dad, who taught me (by example) how to have the drive and courage to succeed, and to my mother, who taught me not to run over people in the process.

William H. Glover, Jr.

This book is for my mom Judy Chadwell, my brother, Cory, and my sister, Emma-Leigh. I live life to its fullest because you can't. Special thank you to my mentors in the doctoral program, Drs. Lee Tyner and Adrian Doss. I appreciate every opportunity you give me and try to follow your every suggestion without fail.

Rebecca A. Goza

To my wife, Lisa, who gave me unwavering support and compassion and who has been by my side through some difficult times. I love you with all my heart.

Michael Wigginton, Jr.

List of Acronyms

AAC	Augmentative and alternative communication
AAR	After-action review
ACLJ	American Center for Law and Justice
ACLU	American Civil Liberties Union
ADA	Americans with Disabilities Act
ANOVA	Analysis of variance
BTS	Bureau of Transportation Statistics
CALEA	Communications Assistance for Law Enforcement Act/Commission on Accreditation for Law Enforcement Agencies
CAP	Common alerting protocol
CBP	Customs and Border Protection
CCA	Corrections Corporation of America
CEO	Chief executive officer
CLP	Common Language Protocol
CMAS	Commercial Mobile Alert System
CNN	Cable News Network
COC	Chain of custody
COPS	Community-Oriented Policing Services
CQT	Control Question Test
DADD	Dads Against Drunk Driving
DHS	Department of Homeland Security
DOJ	Department of Justice
DOL	Department of Labor
DOT	Department of Transportation
DUI	Driving under the influence
EAS	Emergency Alert System
ECPA	Electronic Communications Privacy Act
EMS	Emergency medical services
EPAA	Employee Polygraph Protection Act
EWS	Emergency warning system
FBI	Federal Bureau of Investigation
FCC	Federal Communications Commission
FDOT	Florida Department of Transportation
FEMA	Federal Emergency Management Agency
FHA	Federal Highway Administration
FISA	Foreign Intelligence Surveillance Act
FLSA	Fair Labor and Standards Act
FMLA	Family and Medical Leave Act
f/s	Frames per second

FTA	Federal Transit Administration
GETS	Government Emergency Telecommunications Service
GKT	Guilty Knowledge Test
HHS	Health and Human Services
Hz	Hertz
IC	Incident commander
IPAWS	Integrated Public Alert and Warning System
JIC	Joint Information Center
JIS	Joint Information System
LAC	Local assistance center
LAPD	Los Angeles Police Department
LPR	License plate reader
MADD	Mothers Against Drunk Driving
mph	Miles per hour
m/s	Meters per second
MSDS	Materials safety data sheet
MSPA	Migrant and Seasonal Agricultural Worker Protection Act
NASA	National Aeronautics and Space Administration
NCA	National Communications Association
NCS	National Communications System
NECP	National Emergency Communications Plan
NIH	National Institutes of Health
NIMS	National Incident Management System
NLP	Natural language processing
NMB	National Mediation Board
NOAA	National Oceanic and Atmospheric Administration
NOPD	New Orleans Police Department
NWS	National Weather Service
OPORD	Operations Order
OSHA	Occupational Safety and Health Act
OSU	Ohio State University
PIO	Public information officer
PRSA	Public Relations Society of America
PSA	Public service advertisement
PSC	Public service campaign
PWS	Public warning system
RDP	Route Diversity Program
RFP	Request for proposal
SHARES	Shared Resources High Frequency Radio Program
SSA	State Secrets Act
SWOT	Strengths, weaknesses, opportunities, and threats
TCP	Traffic control point
TSP	Telecommunications Service Priority
UM	University of Michigan
USMS	U.S. Marshal Service
WPS	Wireless Priority Service

Authors

Daniel Adrian Doss, PhD—Dr. Doss's background includes assistant professor, College of Business Administration, University of West Alabama; assistant professor, Belhaven College; adjunct assistant professor, Embry-Riddle Aeronautical University; and chair of Graduate Business and Management, University of Phoenix (Memphis). His professional career consisted of software engineering and analytical positions in both the defense and commercial industries. Corporate entities included full-time and contract positions with Federal Express and uMonitor.com, and contract positions, via Data Management Consultants, with Loral Corporation (formerly IBM Federal Systems) and Lockheed-Martin. Additional credentials include lieutenant colonel, Mississippi State Guard, where he serves as commander of a military police battalion; graduate of the Lafayette County Law Enforcement Academy (Mississippi); and graduate of the Law Enforcement Mobile Video Institute. He has also coauthored a variety of peer-reviewed journal articles and conference proceedings. His education consists of a PhD in business administration, Northcentral University; MCJ in homeland security, University of Mississippi; MA in computer resources and information management, Webster University; MBA, Embry-Riddle Aeronautical University; graduate certificate in forensic criminology, University of Massachusetts (Lowell); graduate certificate in nonprofit financial management, University of Maryland (Adelphi); and a BS in computer science with a mathematics minor, Mississippi State University. He is currently pursuing a second doctorate, in police science, with the University of South Africa.

William H. Glover, Jr., JD—He drafts forms, legal digests, and legal summaries for U.S. Legal Forms. He earned his BBA from the University of Mississippi in 1973 and his JD from the University of Mississippi School of Law in 1976. He joined the firm of Wells Marble & Hurst in 1976 as an associate and became a partner in 1979. While at Wells, he supervised major real estate commercial loan transactions and employment law cases. His practice also involved estate administration and general commercial law. Dr. Glover joined the faculty of Belhaven University in Jackson, Mississippi, in 1996 as assistant professor of business administration and university attorney, where he taught business law and business ethics in the BBA and MBA programs until 2004, before a short stay at Wells Marble & Hurst PLLC as general counsel. Dr. Glover is a lieutenant colonel and staff judge advocate for the headquarters of the Mississippi State Guard. He was called to active duty during hurricanes Dennis, Katrina, and Gustav. He received the Magnolia Medal from the Mississippi Army National Guard in 2010.

Rebecca A. Goza, MBA, CIA, CISA, CFE, CRISC, CGEIT—She is the senior director of Internal Audit Services for the American Cancer Society. Ms. Goza is also currently an adjunct professor of accounting at the University of Central Oklahoma. Ms. Goza attended Oklahoma State University in Stillwater, Oklahoma, where she earned her bachelor of science in accounting and a minor in management information systems. Ms. Goza received

her MBA in accounting from the University of Central Oklahoma in December 2011 and is currently pursuing a DBA in accounting from Anderson University in Anderson, Indiana. Before joining the American Cancer Society in February 2002, she was employed with Coopers & Lybrand, the Hertz Corporation, and most recently was the director of internal audit at Fleming Companies. Ms. Goza has more than 20 years of experience in internal and external auditing. Ms. Goza has experience in information systems; external, financial, and operational auditing; fraud examination; and compliance auditing. Ms. Goza has been with the American Cancer Society for eleven years and helped create the Internal Audit Services department at the society. While under the direction of Ms. Goza, the American Cancer Society's Internal Audit Services department received the prestigious Institute of Internal Auditors' Recognition of Commitment (ROC) Award, becoming one of only eight internal auditing departments to be honored in 2004. Ms. Goza also received accreditation as an internal assessor/validator from the Institute of Internal Auditors in March 2006, and has served as a volunteer quality reviewer for the Institute of Internal Auditors.

Michael Wigginton, Jr., PhD—His background includes assistant professor of criminal justice and director of the University of Mississippi Master of Criminal Justice Executive Cohort Program, Department of Legal Studies, with the University of Mississippi; former assistant professor, Southeast Louisiana University; adjunct professor, Tulane University; senior special agent, United States Customs Service; special agent, United States Drug Enforcement Administration; detective and state trooper, Louisiana State Police; police officer, New Orleans Police Department; and a U.S. Air Force security police dog handler with service in Vietnam. His education and training include a PhD in criminal justice, University of Southern Mississippi; MS, the University of New Orleans; MS, the University of Alabama; and BA, Loyola University of New Orleans. He is also the author of numerous publications on the criminal justice system.

Introduction

Communication occurs daily within the justice domain. Whether one is dictating a last will and testament or is attempting to sweet talk a patrol officer from issuing a speeding ticket, communication occurs. When reading legal notices in the morning newspaper or listening to traffic reports on the car radio during rush hour, communication occurs. When listening to a candidate for sheriff giving an election speech or reporting a crime via a 911 telephone call, communication occurs. Communication in the justice domain ranges widely from the issuing of Amber alerts to the simple acts of asking a patrol officer for directions to the local park. Regardless of the example, all communication in the justice system is permeated by some straightforward concepts:

- Communication has a catalyst.
- Communication has a human capacity.
- Communication involves mutual understanding.
- Communication has an intended message.
- Communication is continuous.
- Communication occurs everywhere.
- Communication involves form and method.
- Communication often experiences distractions.
- Communication is a process.

Communication occurs in the justice domain because of innumerable reasons. Some may express complaints to commence the lawsuit process or may call a police station to report suspicious activity within a neighborhood. In drastic instances, one may call 911 to report immediate concerns—perhaps a burglar has entered a personal residence while the owner is at home. From a lighter perspective, one may call a police station to learn whether it is sponsoring a little league team this year. Regardless, some reason exists to facilitate such communication within the justice domain.

People communicate. Patrol officers must communicate just as efficiently as any other person in the justice system. Judges must ensure that their jury instructions are clearly stated. When driving during adverse conditions, drivers must see and understand roadway signage that may warn of danger. During divorce proceedings, couples may communicate solely through their respective attorneys. When informing the public of newsworthy trial proceedings, news reporters broadcast their stories to the widest audience possible. Certainly, an infinite array of examples exists that shows the human capacity to communicate directly or indirectly.

When people communicate, some form of messaging occurs. A traffic control officer raises and extends an arm upward to stop traffic. In this case, the message is simple: stop. When a patrol officer is taking a report from someone who witnessed an automobile accident, the message communicated may be a description of the vehicles involved in

the accident. When the Supreme Court issues an opinion, it is written and disseminated appropriately. In this case, the message involves expressing an interpretation of law. In any case, human communication, regardless of its modality, involves some type of message.

Communication in the justice domain is unceasing; it occurs continuously. A shift sergeant may commence roll call sharply at 0700 hours. A citizen may report a burglary at any hour of the day or night. A dispatcher may route patrol officers to the scene of an incident at any time. A law enforcement organization may conduct its monthly staff meeting at 3:00 p.m. on the second Monday of each month to discuss the effects of its operations. When one receives a jury summons, a specific date and time for reporting are specified within the court document. Essentially, communication in the justice system occurs all the time.

Such communication occurs everywhere within the justice system. Communication occurs within an open courtroom or within the privacy of a judge's chamber. Communication occurs wherever policing occurs—communication with law enforcement entities exists among neighborhoods and schools; within malls and sporting complexes; among correctional facilities and holding areas; among courtrooms and legal offices; and among roadways, waterways, and airways. Communication exists between attorneys and clients that may be separated by great distances. Basically, communication is not necessarily constrained by geography, and may occur anywhere.

Facilitating justice system communication is accomplished through a variety of modalities. Folks may read crime reports within their local newspaper or view stories about neighborhood watch programs during televised news shows. Someone may use a telephone to summon law enforcement assistance. Police leaders may disseminate organizational directives through the use of electronic mail. Law enforcement vehicles use sirens to gain the attention of motorists. A sheriff may issue a press release to announce the results of an investigation. Certainly, communication within the justice system has many forms and modalities through which messaging is transacted with people.

Communicating is methodical from start to finish. Rarely could it ever be perceived as random. Communicating incorporates a clearly defined process that describes the events that occur between the senders and receivers of messages. Throughout this process, some distractions may inhibit communicating efficiently and effectively. However, all justice system communication occurs methodically and systematically.

The preceding notions are all contained within the following series of questions: why, who, what, when, where, and how? All communication is affected by these queries. Throughout the communications process, someone attempts to convey some intended idea to someone else through a variety of methods. This communications process may occur at any point in time, is geographically unconstrained, and incorporates numerous messaging media.

This text represents an effort to explore these six queries from a variety of perspectives. Certainly, much more is discussed herein that is beyond the scope of these six questions. Regardless, this text represents a robust approach to examining communication within the context of the justice system. Although this book is primarily an introductory discussion of communication, readers are encouraged to explore further the topics introduced herein.

It is the hope of these authors that readers find some meaningful benefit from this book. It is also hoped that the topics herein are sufficiently varied and robust to provide an insightful amalgamation of communication perspectives. Ranging from the mathematics

of communication to the influences of ethos, pathos, and logos, it is hoped that readers will discover something new herein. Reader feedback is always encouraged regarding experiences with this book and any suggestions for future revisions. Feel free to contact any of us, and communicate your thoughts!

Dr. Daniel Adrian Doss
Dr. William H. Glover, Jr.
Ms. Rebecca A. Goza
Dr. Michael Wigginton, Jr.

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