

The Greater Manchester Police Procedural Justice Training Experiment (RCT)

This RCT will assess the impact of training police officers in communication skills.

Key details

Status	Complete
Lead institution	College of Policing
Principal researcher(s)	Levin Wheller research@college.police.uk
Police region	West Midlands
Collaboration and partnership	Greater Manchester Police
Level of research	Professional/work based
Project start date	October 2011
Date completed	August 2013

Hypothesis

The trial aimed to test the impact of communication skills training on officer attitudes, officer behaviour and victim satisfaction. The trial also provides useful insights on approaches to training.

Geographical area

Greater Manchester.

Target sample size

597.

Participants - inclusion criteria

Serving response and neighbourhood constables in Greater Manchester Police.

Interventions

Officers in the treatment group received communication skills training aimed at improving their interactions with victims of crime.?

Study design

Two-group randomised controlled trial.

Summary of findings

Officer attitudes.

Officers in the treatment group were more likely to:

- ?hold positive views about delivering quality of service;
- recognise the value of building empathy and rapport with victims;
- report making decisions in a way that was consistent with procedural justice.

Officer behaviour

- Officers in the treatment group scored significantly higher than those in the control group on a 'quality of interaction' scale.
- A higher proportion of treatment group officers were rated 'good or excellent' in terms of their overall performance (48% compared to 22%).Victim perceptions
- The intervention was found to have had a significant positive effect on a 'quality of interaction' scale.
- Victims had, on average, better interactions with trained officers.

The Greater Manchester Police procedural justice training experiment: The impact of communication skills training on officers and victims of crime

- [The Greater Manchester Police procedural justice training experiment: Technical report](#)