

# The Greater Manchester Police Procedural Justice Training Experiment (RCT)

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

## Key details

<b>Status</b>	Complete
<b>Lead institution</b>	<a href="#">College of Policing</a>
<b>Principal researcher(s)</b>	Levin Wheller <a href="mailto:research@college.police.uk">research@college.police.uk</a>
<b>Police region</b>	West Midlands
<b>Collaboration and partnership</b>	Greater Manchester Police
<b>Level of research</b>	Professional/work based
<b>Project start date</b>	October 2011
<b>Date completed</b>	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%).
- 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](#)