

## **Tomorrow's Technology: Great news, but communicate, communicate, listen**

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The Criminal Justice System could not operate without modern electronic communication systems. As efficiency and effectiveness of operations are improved by the addition of more and more information technology, criminal justice professionals risk losing the more fundamental skills of effective verbal communications, especially listening skills. This report examines some of the evolution of communication, the impact of new technologies, the overall effect on operations, deficiencies that have resulted with respect to officer's verbal skills, both speaking and listening. Organizational responsibilities and employee evaluation process specific to listening were surveyed, and a more comprehensive need with respect to communication skills is indicated.