



# Daily Problem Solving

**COMMUNITY POLICING – MODULE 5**

# Performance Objectives

- ▶ Identify some examples of daily problem solving.
- ▶ Explain how to use 311, mediation, and emotional intelligence.



# Daily Problem Solving

Everyday actions to solve small problems, conflicts, issues...

- ▶ Contacting other agencies about conditions that should be fixed
- ▶ Referring people to services that can help them
- ▶ Providing guidance and assistance to youth and others
- ▶ Persuading people to behave better
- ▶ Mediating disagreements





# Other City Agencies

Agencies	Phone #s
DPW	410-396-5352 (3310)
DOT	410-396-6802
Parking Authority	443-573-2800
Housing	410-396-3225
Liquor License	410-396-4377
Building Inspectors	410-396-3477



# Other Agencies & Non-Profits (Examples)



Agencies	Phone #s
House of Ruth	202-667-7001
BCARS	667-600-2880
BCRI	410-433-5255
BCMC	410-467-9165
Baltimore EEOC	410-209-2237
Others?	

# Baltimore 311

- ▶ Report an issue to the city.
- ▶ See recent service requests submitted to the city.
- ▶ See service requests that you have submitted.
- ▶ Look up city services information & resources near your address.



# The 311 App

- ▶ In case you don't already have it on your BPD phone:
- ▶ Look for the Light Blue Icon named "Catalog"
- ▶ Within "Catalog" look for "Baltimore City 311"
- ▶ Tap "Install"
- ▶ If that doesn't work, please reach out to BPD ITDS





# Look for 311 on your phone





# Create an account using your “BPD” email

firstname.lastname@baltimorepolice.org

## Create New Account

First Name \*

Fabienne

Last Name \*

Dorceus

Email Address \*

Fabienne.Dorceus@baltimorepolice.org

Password \*

.....

Passwords need to be alphanumeric and at least 8 characters.

Confirm Password \*



I'm not a robot




reCAPTCHA  
[Privacy](#) - [Terms](#)

SUBMIT

[Login with existing account](#)

# “Allow” access

## Salesforce operates 311



Allow Access?

ThreeOneOneCapsule is asking to:

- Access your basic information
- Access and manage your data
- Provide access to your data via the Web
- Access and manage your Chatter data
- Provide access to custom applications
- Allow access to your unique identifier
- Access custom permissions
- Access and manage your Wave data
- Access and manage your Eclair data
- Manage hub connections
- Access Pardot services
- Allow access to Lightning applications
- Allow access to content resources
- Perform requests on your behalf at any time

Do you want to allow access for  
fabienne.dorceus@baltimorepolice.org? (Not you?)

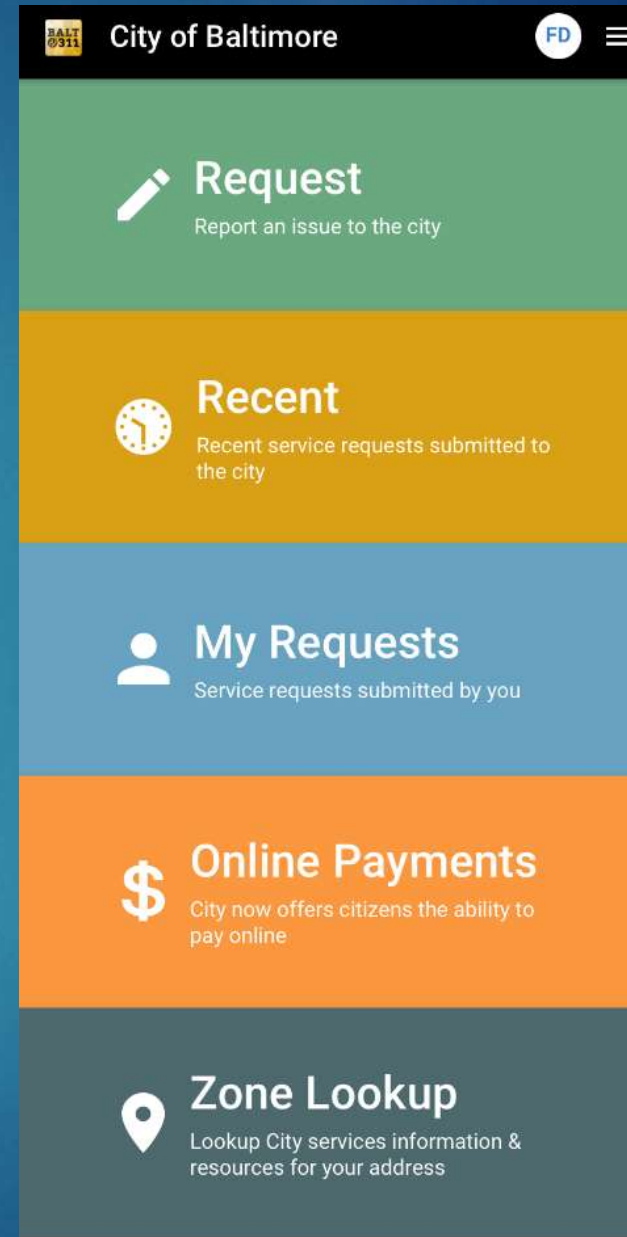
Deny

Allow

To revoke access at any time, go to your personal settings.

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# Look for your initials – you are logged on



# Resolving Conflict & Mediation



- ▶ Steps to follow –
  - ▶ Clarify the disagreement
  - ▶ Look for a common goal
  - ▶ Identify ways to meet the common goal
  - ▶ Determine barriers
  - ▶ Agree on the best option
  - ▶ Agree on responsibilities for implementing the best option





# THE IMPORTANCE OF EMOTIONAL INTELLIGENCE

# EMOTIONAL INTELLIGENCE

The capacity to be aware of, harness, and express your emotions, and to engage with others fairly and empathetically.



**Is my sense  
of well-being  
intact, or is it  
threatened?**

# Things That Automatically Make The Brain Tell The Body...

Your sense of well-being is intact.

You can be at rest.



- ▶ Feeling seen/understood
- ▶ Feeling accepted
- ▶ When things you hold dear are being honored


Your sense of well-being is threatened.

Please run, fight, or stay still and hope that this thing goes away.



- ▶ Feeling blamed/mischaracterized/misunderstood
- ▶ Feeling rejected





Situations are more likely to stay safe when the officer uses emotional intelligence in the way they speak, and in the way they listen.

Also, when it is time for the officer to give instructions, advice, etc., a person will receive those better when their brain has told them that this situation is safe.



When the body is in fight, flight, or freeze mode, the brain is not in problem solving mode.

# Getting Back To Problem Solving Mode

**Woosah!!**



**Take A Walk**



**Count To 10**

# KNOW THYSELF

- ❖ Learn your triggers.
- ❖ Pay attention to what happens inside your body when you START going from calm to not calm.
- ❖ When you get irritated, angry, offended, etc., learn to pay attention to your body language, tone of voice, and facial expressions.
- ❖ Ask family and friends how they view your conflict behaviors. Ask what kinds of things you do or say that might make someone feel attacked or blamed.



# Why Is It Worth It To Nurture And Practice Emotional Intelligence?

- ❖ Helps to de-escalate a challenging situation.
- ❖ People are more likely to feel heard, which naturally de-escalates the body.
- ❖ People will also be more likely to follow the officer's instructions or advice.

# Reach Out To Us!! We Can Help!!

Neighbor disputes,  
Partner disputes, You  
moved my parking  
space cone disputes,  
You let your dog poop in  
my yard disputes, etc.



# Connect With BCMC

- ▶ Email:  
[info@communitymediation.org](mailto:info@communitymediation.org)
- ▶ Phone: 410-467-9165
- ▶ Fax: 410-467-9155
- ▶ Facebook:  
@CommunityMediation
- ▶ IG: @Community\_Mediation



# Day 2 Schedule

0700-0900 – Policing Lesser Offenses

0900-1100 – Lesser Offenses

1100-1200 – Lunch

1200-1300 – Formal Engagement

1300-1400 – In-Depth Problem Solving (POP)

1400-1500 – Implementing Community Policing