

# Q STRAIGHT ANSWERS

## **Minocher Patel**

Founder Director, Ecole Solitaire

### **On etiquette training for the state police**

**W**hat is the etiquette training programme about ?

It is a self-development programme where we train them on confidence building, positive attitude, interpersonal skills, personal grooming, basic etiquette and manner while dealing with the public.

**W**here is the programme being held?

This is held at the Maharashtra Police Training Academy in Nashik and attended by cops from all over the state. We will train about 150 officers in the first batch. Then it will be an ongoing process.

**W**hat training, according to you, do the cops need the most?

We will help them to improve their perception in the eyes of public, along with developing their skills and their attitude.

**T**here are many complaints of cops being rude with citizens. What steps are you taking to



improve their behaviour?

We address the areas of positive body language. Most policemen are not aware that 90 per cent of the communication is non-verbal. So we are trying to make them aware of this and use it to improve their perception among the public.

**W**hat do you think is the reason for their rude behaviour ?

We have to realise that theirs is a very difficult job. They are less paid, work long hours and under tough conditions. Sometimes they work 48 hours at a stretch, which does cause a lot of stress and strain. That apart, there are no fans in the *chowkies*. Moreover, they constantly handle problems.

**U**nder the given circumstances, like low salary and long working hours, do you think the training programme will work?

Of course, it's exactly under such circumstances that they need this training more. You have to train them to change. They need external inputs and extra motivation to improve their skill base.

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