



A RESEARCH-INFORMED APPROACH TO BUILDING POLICE-COMMUNITY TRUST



VOICES: STRUCTURED DIALOGUE BETWEEN POLICE OFFICERS AND COMMUNITY MEMBERS

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VOICES is an evidence-informed, facilitated dialogue program that brings police officers and community members together in structured small-group conversations. **Research has shown** that structured dialogue can reduce prejudice, lower intergroup anxiety, increase empathy, and strengthen trust between groups. **The model was designed to help police agencies and community groups** build stronger relationships by fostering empathy, understanding, and the recognition of shared humanity.



PROGRAM GOALS

- 1** To improve police-community relationships through structured dialogue by:
 - ✓ Reducing intergroup anxiety and negative stereotypes
 - ✓ Increasing empathy and mutual understanding
 - ✓ Promoting constructive communication between officers and community members
 - ✓ Creating opportunities for meaningful engagement
- 2** To evaluate the impact of dialogue on participants by examining:
 - ✓ Changes in trust and perceptions of legitimacy
 - ✓ Changes in empathy and attitudes toward the other group
 - ✓ Participant experiences during and after the dialogues
 - ✓ Lessons that can inform future community engagement efforts

HOW YOUR AGENCY BENEFITS

- No-cost implementation** of an evidence-informed dialogue program
- Professional facilitation** and implementation support
- Opportunity to strengthen relationships** with communities where trust has been strained
- Agency-specific feedback and insights** from participant experiences
- Contribution to a National Institute of Justice-funded research project**
- Potential improvements in trust, communication, and community support**

RESEARCH HAS SHOWN...

Research on structured intergroup dialogue and previous VOICES implementations suggests that participation can:

- ✓ Reduce prejudice and negative stereotypes
- ✓ Lower intergroup anxiety
- ✓ Increase empathy and understanding
- ✓ Improve trust and perceptions of legitimacy
- ✓ Strengthen communication between officers and community members
- ✓ Foster more positive police-community relationships

PREVIOUS COMMUNITY PARTNERS

- LGBTQ+ communities
- Spanish-speaking immigrants
- Black congregations
- Gang-impacted youth
- Previously incarcerated adults
- Women survivors of trafficking and addiction

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