

*Lopatinskaia Iryna, PhD, Donetsk Law
Institute of MIA, associate Professor of
Foreign Languages Department*

NEEDS IN ENGLISH LISTENING AND SPEAKING SKILLS FOR FUTURE POLICE OFFICERS

The main criteria of selecting the Police Officers are general police skills in information technology, interpersonal skills and service mind sets. Their English proficiency becomes a secondary concern. But at the same time, our country will held such contest as Eurovision, Football Championship and other worldwide events, so according to functions of Police Officers whose tasks are to deal with foreign tourists from many countries; the knowledge of English language plays an important role. In this regard, fluent and effective English communication is very important.

In routine work, the Police Officers communicate with the foreign tourists, they not only respond to the foreign tourists' needs, but also represent the country's image. As Richards points out, the English language is an international language and needed for people who work in tourism, business, and the civil services [3]. So, English especially listening and speaking skills are important for future Police Officers in order to provide simple information and solve the problems for the foreign tourists. Good listening and speaking skills minimize the misunderstanding in basic conversations. At the same time, these skills initiate positive impression and help them to achieve mutual goals.

We have studied needs and problems in English listening and speaking skills of Police Officers working in Ukraine. To our mind, the future Police Officers are needed to improve their English listening and speaking skills in main functions as follows: greeting and offering help, asking personal details and problems and wants, giving information about accommodation, tourist information, transportation, and emergency calls, giving directions, and giving advice and instruction in safety, travel, and shopping.

As for English training course, most future Police Officers are needed to have a good command of English listening and speaking skills, especially basic English conversation. The future Police Officers needed to learn via English textbooks and dialogue practice. Regarding listening and speaking problems of future Police Officers the main listening problems are a variety of English accents, being unable to catch the main idea, and listening basic expressions. The main speaking problems were saying basic

expressions, speaking in complete sentences, and pronouncing English vowel sounds. The listening comprehension problem is when learners listen to an English speaker, they not only have to recognize words by hearing them, but they also have to recognize the words very quickly. Learners must be able to recognize and understand words immediately because, if they pause to think, the English speaker will keep speaking and learners will not comprehend what he/she says.

Even learners who have studied for years, they often still find listening comprehension quite difficult. Therefore, it is very important to maintain the listening fluency and the ability to recognize and understand English words and phrases punctually when learners perceive them. Listening and speaking skills are essential for future Police Officers during any stage of providing services for foreign tourists. Functional communication takes listening and speaking skills that can be practised. The police officer require in their real situations are generally shown based on the needs and problems of such kind as: greeting and Offering Help; asking for Information; describing problems; complaining and showing sympathy; giving advice and instructions; giving directions; explaining the situation; describing people, etc.

All messages have a basic underlying purpose in communication with foreign tourists. To make the conversation precise and accurate is the main task of the future Police Officers. So, to be trained in listening and speaking skills related to the functional topics in providing services is necessary for future Police Officers. To improve listening skill, learners can study through many good practices: listening to the radio, to tapes, to native English speakers, and even to non-native speakers of English [1]. However, listening takes time because of some barriers such as worry, fear, semantics and language differences, and noise [2]. In order to become an effective listener, learners have to learn to manage what is going on in their own minds.

In conclusion, it can be said that English involves work-related needs and training for future Police Officers to enhance their English proficiency level. Furthermore, English training program will be designed to meet the specific needs of future Police Officers.

List of references

1. Mendelsohn, D. J. and Rubin, J. (1995). A Guide for the Teaching of Second Language Listening. San Diego, CA: Dominic Press, Inc.

2. Scarcella, R. C. and Oxford, R. L. (1992). *The Tapestry of Language Learning: The Individual in the Communicative Classroom*. Boston, MA: Heinle and Heinle Publishers.
3. Richards, Jack C. (1985). *The Context of Language Teaching*. Cambridge: Cambridge University Press.
4. Richards, Jack C. (2000). *New Interchange: English for International Communication*. Cambridge: Cambridge University Press.