SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

Sault College

COURSE OUTLINE

COURSE TITLE: Conflict Management

CODE NO. :   OEL812   **SEMESTER:**

PROGRAM: Police Foundations

AUTHOR: James Pardy

DATE: Jan. 2010   **PREVIOUS OUTLINE DATED:**   Jan. 2006

APPROVED:

_____   _____
                                DEAN   DATE

TOTAL CREDITS: 3

PREREQUISITE(S):   PFP302, PFP303, PFP304, PFP401 (Recommended)

HOURS/WEEK: 3

I. COURSE DESCRIPTION:
This course is designed to foster confidence and competence when dealing with potentially violent situations. The student learns to recognize behavioural responses to crisis and to respond with non-violent conflict resolutions through verbal and non-verbal intervention. Interpersonal and group dynamics, problem solving, and adaptive skills as they relate to conflict resolution and mediation will be explored.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Students receiving credit for this course will have demonstrate their ability to:

1. Assess factors that may contribute to conflict and crisis situations
     1. identify the contribution of stress to conflict and crisis situations
     2. identify the effects of stress on the performance of a police officer
     3. recognize common characteristics of a person in crisis
     4. recognize events that may lead to a crisis situation

2. Recognize and deal with post traumatic stress disorder in other officers, self and victims.
     1. identify factors that may contribute to PTSD
     2. identify signs and symptoms of PTSD
     3. identify behaviour patterns and physical characteristics of a person suffering from PTSD
     4. seek or advise person to seek appropriate treatment for this anxiety disorder.
     5. explain the role of the critical incident stress debriefing team

3. Identify the potential and possible causes of violence along with personal preparation for interventions with potentially violent persons using techniques consistent with legislation and accepted police methods.
     1. explain different levels of officer awareness and mental/physical preparation
     2. recognize verbal and non-verbal behaviour that may assist in reducing the violence potential
     3. compare profiled levels of resistance and the appropriate response to each level
     4. apply effective communication techniques to de-escalate conflict/crisis situations

4. Defuse, mediate and respond to conflict and crisis situations by using effective communication skills and applying an accepted problem-solving model (such as the C.A.P.R.A. and P.A.R.E. models).
     1. use effective communication techniques to de-escalate conflict/crisis situations
     2. implement the mediation process
     3. identify and apply each component of problem-solving models

5. Apply accepted techniques of intervention and problem-solving in commonly encountered police interventions.

   1. recognize different types of domestic disputes including abuse, and custody disputes
   2. distinguish between types of abuse: physical (including sexual), psychological, emotional and neglect
   3. identify common characteristics of physical and sexual offenders/abusers
   4. identify and provide for the needs of the victim of abuse/sexual assault
   5. recognize common psychological disorders including bi-polar disorder, depression, schizophrenia, cognitive disorders, personality disorders
   6. assess the risk of harm to affected persons, self and the public
   7. recognize common warning signs that may lead to suicide
   8. assess the risk potential of persons contemplating suicide
   9. apply appropriate intervention and problem solving techniques to specific conflict situations
   10. identify appropriate legislation, arrest authorities and use of force options in specific situations
   11. refer to appropriate community agencies
   12. demonstrate knowledge of legislation, arrest authorities and use of force when dealing with conflict/crisis situations

6. Assess "everyday" occurrences that may have the potential to escalate if improperly investigated or unsatisfactorily resolved.
   1. identify the potential for violence in commonly encountered non-violent situations
   2. identify the difference between public (police) and private conflicts
   3. apply appropriate defusing and intervention techniques
   4. recommend appropriate course of action

7. Recognize situations that are "emotionally charged" and very stressful for the persons involved.
   1. identify which occurrences are likely to cause emotional problems, including: break and enter, missing persons, child in need of protection, notification of injured family member, sudden death and stalking/criminal harassment
   2. evaluate the potential for escalation
   3. refer to appropriate community agencies

8. Identify the needs of victims of crimes.
   1. recognize the perception of fault incurred by some victims
   2. respond to situations with empathy
   3. refer to victim assistance/community service programs

IV.   REQUIRED RESOURCES/TEXTS/MATERIALS:

Pardy, James (2005). <u>Conflict Management in Law Enforcement, Second Edition.</u>
Emond Montgomery Publications. ISBN: 155239106X

Selected Provincial Statutes (most current)
Criminal Code of Canada (most current)

V.   EVALUATION PROCESS/GRADING SYSTEM:

Assignments (3 online)
- Chapter 3 : Child Abuse   10%
- Chapter 4 : May/Iles Case   10%
- Chapter 7 : Assisted Suicide   15%

Midterm Exam (online)   25%
Final Exam (paper-based and invigilated)   40%

 Your registering college will convert the percentage grade to the letter grade.

VI.   SPECIAL NOTES:

If you are a student with a disability please identify your needs to the tutor and/or the Centre for Students with Disabilities at your registering college.

Students, it is your responsibility to retain course outlines for possible future use to support applications for transfer of credit to other educational institutions.

Course outline amendments: The Professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.