SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY
SAULT STE MARIE, ON

COURSE OUTLINE

Course Title: Conflict Management   **Code No**: PFP405

Semesten 4

Program;   Police Foundations

Instructon James Pardy

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Date: Jan.1999   **Previous Outline Date**: None

Approved:

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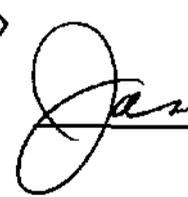
Total Credits: 3   **Prerequisite**: PFP302 PFP303
Co-requisites: PFP401 PFP402
PFP403

Length of Course: 48 hours   **Total Credit Hours**:

Course Learning Outcomes

Students who receive credit for this course will have demonstrated their ability to:

1   Assess factors that may contribute to conflict and crisis situations
     1.1   identify the contribution of stress to conflict and crisis situations
     1.2   identi^ the effects of stress on the performance of a police officer
     1.3   recognize common characteristics of a person In crisis
     1.4   recognize events that may lead to a crisis situation

2   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.
     2.1   explain different levels of officer awareness and mental/physical preparation
     2.2   recognize verbal and non-veri>al behaviour that may assist in reducing the violence potential
     2.3   compare profiled levels of resistance and the appropriate response to each level
     2.4   apply effective communication techniques to de-escalate conflict/crisis situations

3   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. model)
     3.1   use effective communication techniques to de-escalate conflict/crisis situations
     3.2   implement the mediation process
     3.3   identify and apply each component of a problem-solving model such as CA.P.R.A (Client, Acquiring, Information, Partnership, Response and Assessment)

4   Apply accepted techniques of intervention and problem-solving in commonly encountered police interventions.
     4.1   recognize different types of domestic disputes including abuse, and custody disputes
     4.2   distinguish between ^pes of abuse, physical (including sexual), psychological, emotional and neglect
     4.3   identify common characteristics of physical and sexual offenders/abusers
     4.4   identify and provide for the needs of the victim of abuse/sexual assault
     4.5   recognize common psychological disorders including bi-polar disorder, depression, schizophrenia, cognitive disorders, personality disorders
     4.6   assess the risk of hann to affected persons, self and the public
     4.7   recognize common warning signs that may lead to suicide
     4.8   assess the risk potential of persons contemplating suicide
     4.9   apply appropriate intervention and problem solving techniques to specific conflict situations
     4.10   identify appropriate legislation, arrest authorities and use of force options in specific situations
     4.11   refer to appropriate community agencies
     4.12   Demonstrate knowledge of legislation, arrest authorities and use of force when dealing with conflict/crisis situations.

5   Assess "everyday" occun'ences that may have the potential to escalate if improperiy investigated or unsatisfactorily resolved
     5.1   identify the potential for violence in commonly encountered non-violent situations
     5.2   identify the difference between public (police) and private conflicts
     5.3   apply appropriate defusing and intervention techniques
     5.4   recommend appropriate course of action

6   Recognize situations that are "emotionally charged" and very stressful for the persons involved.
     6.1   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.
     6.2   evaluate the potential for escalation
     6.3   refer to appropriate community agencies

7   Identify the needs of victims of crimes
     7.1   recognize the perception of fault incurred by some victims
     7.2   respond to situations with empathy
     7.3   refer to victim assistance/community sen^ice programs

8   Recognize and deal with post traumatic stress disorder in other officers, self and victims.
     8.1   identify factors that may contribute to PTSD
     8.2   identify signs and symptoms of PTSD
     8.3   identify behaviour patterns and physical characteristics of a person suffering PTSD
     8.4   Seek or advise person to seek appropriate treatment for this anxiety disorder.
     8.5   Explain the role of the critical incident stress debriefing team

How learners might demonstrate their learning achievement of course learning outcomes:

Role plays
Written tests
Scenarios
Group woric

Suggested Prior Learning Assessment Process:

Challenge exam that evaluates learners understanding of key concepts of conflict management

Required Text - To be Announced

Evaluation

Quiz	2x10%	20%
Mid Term		30%
Role Playing Scenarios	5 x 4%	20%
Final		30%

College Grading Policy

90-100%	A
80-89 %	A
70-79 %	B
60-69 %	C
0-59 %	**R**

Notes:

- Special Needs
  If you are a student with special needs(e.g. physical limitations, visual impairment, hearing impairment, learning disability) , you are encouraged to discuss the required accommodations with your instructor and/or contact the Special Needs Office, Room E1204, so that support services can be arranged for you.

- Students not actively involved in role playing scenario must be present to receive grade percentage.

- Under exceptional circumstances such as documented illness, rewrites may be permitted, at the discretion of your instructor.

- Your instructor reserves the right to modify the course as she/he deems necessary to meet the needs of the students.