

**SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY**

**SAULT STE. MARIE, ONTARIO**



Sault College

**COURSE OUTLINE**

**COURSE TITLE:** Conflict Management  
**CODE NO. :** PFP405                      **SEMESTER:** 4  
**PROGRAM:** Police Foundations  
**AUTHOR:** Jeff Barnes, James Pardy  
**DATE:** Jan. 2006      **PREVIOUS OUTLINE DATED:** Jan. 2005  
**APPROVED:**  
  
\_\_\_\_\_                      \_\_\_\_\_  
**DEAN**                      **DATE**  
**TOTAL CREDITS:** 3  
**PREREQUISITE(S):** PFP302, PFP303, PFP304, PFP401  
**HOURS/WEEK:** 3

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*For additional information, please contact the Dean,  
School of Health and Human Services  
(705) 759-2554, Ext. 2603*

**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:**

Conflict Management in Law Enforcement 2<sup>nd</sup> edition, Emond Montgomery Publications

Selected Provincial Statutes 2005 – 2006  
Criminal Code of Canada 2005 or 2006

**V. EVALUATION PROCESS/GRADING SYSTEM:**

Mid Term	50%
Final	50%

The following semester grades will be assigned to students in post-secondary courses:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	3.00
B	70 - 79%	2.00
C	60 - 69%	1.00
D	50 – 59%	0.00
F (Fail)	49% and below	
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

**Note:** For such reasons as program certification or program articulation, certain courses require minimums of greater than 50% and/or have mandatory components to achieve a passing grade.

**Students enrolled in Police Foundations or Law and Security Administration will require a minimum of 60% (C) as a passing grade in each course.**

It is also important to note, that the minimum overall GPA required in order to graduate from a Sault College program remains 2.0.

**VI. SPECIAL NOTES:**

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

Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Special Needs office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

Retention of Course Outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other post-secondary institutions.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in the *Student Code of Conduct*. Students who engage in “academic dishonesty” will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

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.

Substitute course information is available in the Registrar's office.

**VII. PRIOR LEARNING ASSESSMENT:**

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

**VIII. DIRECT CREDIT TRANSFERS:**

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.