SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

COURSE TITLE:	**Conflict Management**
CODE NO. :	**PFP405** **SEMESTER:** **4**
PROGRAM:	**Police Foundations**
AUTHOR:	**James Pardy**
DATE:	**Dec 2013** **PREVIOUS OUTLINE DATED:** **Dec 2012**

APPROVED:

                                   "Angelique Lemay"   **Feb. 2014**

                _____   _____

                                DEAN   **DATE**

TOTAL CREDITS:	**3**
PREREQUISITE(S):	**PFP303, PFP401**
HOURS/WEEK:	**3**

I.   COURSE DESCRIPTION:

This course will introduce you to the process of conflict management from the perspective of law enforcement intervention. The course will examine some occurrences commonly encountered by police officers and will examine the use of relevant legislation and problem management techniques to assist with effectively managing such occurrences..

II.   LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Students receiving 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 Identify 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.   Recognize post-traumatic stress disorder in others, self and victims.

2.1 Identify factors that may contribute to PTSD
2.2 Identify signs and symptoms of PTSD
2.3 Identify behaviour patterns and physical characteristics of a person
     suffering from PTSD
2.4 Seek or advise person to seek appropriate treatment for this anxiety
   disorder.
2.4 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.**

3.1 Explain different levels of officer awareness and mental/physical
     preparation
3.2 Recognize verbal and non-verbal behaviours indicative of violent
     reactions
3.3 Compare profiled levels of resistance and the appropriate response to
     each level
3.4 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).**

4.1 Use effective communication techniques to de-escalate conflict/crisis
     situations
4.2 Implement the mediation process
4.3 Identify and apply each component of problem-solving models

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

5.1 Recognize different types of domestic disputes including child abuse, spousal abuse and elder abuse.

5.2 Distinguish between types of abuse: physical (including sexual), psychological, emotional and neglect

5.3 Identify common characteristics of physical and sexual offenders/abusers

5.4 Identify and provide for the needs of the victim of abuse/sexual assault

5.5 Recognize common psychological disorders including bi-polar disorder, depression, schizophrenia, cognitive disorders, personality disorders and self-harming behaviours

5.6 Assess the risk of harm to affected persons, self and the public

5.7 Recognize common warning signs that may lead to suicide

5.8 Assess the risk potential of persons contemplating suicide

5.9 Apply appropriate intervention and problem solving techniques to specific conflict situations

5.10 Identify appropriate legislation, arrest authorities and use of force options in specific situations

5.11 Refer to appropriate community agencies

5.12 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.

6.1 Identify the potential for violence in commonly encountered non-violent situations

6.2 Identify the difference between public (police) and private conflicts

6.3 Apply appropriate defusing and intervention techniques

6.4 Recommend appropriate course of action

7. Recognize situations that are "emotionally charged" and likely to cause emotional problems for victims including;

7.1 break and enter, missing persons, child in need of protection, notification of injured family member, sudden death and stalking/criminal harassment

7.2 Evaluate the potential for escalation

7.3 Refer to appropriate community agencies

8. Identify the needs of victims of crimes.

8.1 Recognize the perception of fault incurred by some victims

8.2 Respond to situations with empathy

8.3 Refer to victim assistance/community service programs

III.   REQUIRED RESOURCES/TEXTS/MATERIALS:

Conflict Management in Law Enforcement 3rd edition, Emond Montgomery Publications

Selected Provincial Statutes to be identified by the course professor

Criminal Code of Canada 2012 or 2013 Martin's Edition

IV.   EVALUATION PROCESS/GRADING SYSTEM:

 Mid Term Exam 30%

Assignments 2x10% 20%

Quizzes 4x5% 20%

Final Exam 30%

This evaluation process is subject to change

The following semester grades will be assigned to students:

Grade	Definition	
A+		90 - 100%
A		80 - 89%
B		70 - 79%
C		60 - 69%
D		50 -59%
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: *Justice Studies programs require a minimum of 60% to be granted credit toward a Justice Studies Diploma.*

COURSE OUTLINE ADDENDUM

1. 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.

2. 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 postsecondary institutions.

3. Prior Learning Assessment:
    Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question. Please refer to the Student Academic Calendar of Events for the deadline date by which application must be made for advance standing.

    Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.

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

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

5. Communication:
    The College considers *Desire2Learn (D2L)* as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of this Learning Management System (LMS) communication tool.

6. Plagiarism:
    Students should refer to the definition of "academic dishonesty" in *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.

7.   Tuition Default:

Students who have defaulted on the payment of tuition (tuition has not been paid in full, payments were not deferred or payment plan not honoured as of the first week of March) will be removed from placement and clinical activities due to liability issues. This may result in loss of mandatory hours or incomplete course work. Sault College will not be responsible for incomplete hours or outcomes that are not achieved or any other academic requirement not met as of the result of tuition default. Students are encouraged to communicate with Financial Services with regard to the status of their tuition prior to this deadline to ensure that their financial status does not interfere with academic progress.

8.   Student Portal:

The Sault College portal allows you to view all your student information in one place. mysaultcollege gives you personalized access to online resources seven days a week from your home or school computer. Single log-in access allows you to see your personal and financial information, timetable, grades, records of achievement, unofficial transcript, and outstanding obligations, in addition to announcements, news, academic calendar of events, class cancellations, your learning management system (LMS), and much more. Go to https://my.saultcollege.ca.

9.   Electronic Devices in the Classroom:

Students who wish to use electronic devices in the classroom will seek permission of the faculty member before proceeding to record instruction. With the exception of issues related to accommodations of disability, the decision to approve or refuse the request is the responsibility of the faculty member. Recorded classroom instruction will be used only for personal use and will not be used for any other purpose. Recorded classroom instruction will be destroyed at the end of the course. To ensure this, the student is required to return all copies of recorded material to the faculty member by the last day of class in the semester. Where the use of an electronic device has been approved, the student agrees that materials recorded are for his/her use only, are not for distribution, and are the sole property of the College.