

I. COURSE DESCRIPTION:

This course will introduce you to the process of conflict management from the perspective of law enforcement. The effects of stress are examined as a contributing factor in escalating a conflict or as the cause of a crisis. Problem management and de-escalation techniques will be discussed. Conflict management styles and communication techniques will be explored. Problem solving models will be examined focusing upon the CAPRA and PARE models. Indicators of potentially violent behaviours will be identified. Verbal de-escalation techniques will be discussed. Personal safety and restraint techniques used to safely and effectively control a violent person will be examined. Effective and practical use of these techniques will be demonstrated. This course will examine the lawful use of force and personal safety and subject restraint techniques. The effective and practical use of these techniques will be demonstrated. The handling and well-being of restrained persons is also discussed. Criminal and Civil remedies for excessive force and related law are examined.

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**
 - Describe the physical and mental changes produced by stress.
 - Describe the signs and symptoms of a person in crisis.
 - Identify the three models of police intervention and understand the limits of police intervention.
 - Describe how stress can impair the performance of a police officer.
 - Explain how post-traumatic stress disorder arises and describe its potential effects.

- 2. Understand the nature of conflict**
 - Understand the nature of anger and the techniques that police officers can use to manage their anger.
 - Identify the five conflict management styles and know how to select the conflict management style or styles best suited to a particular conflict situation.
 - Identify basic criteria for effective communication in a conflict or crisis situation, including the use of proxemics and effective listening.
 - Identify effective verbal communication techniques for intervention in a crisis or conflict situation.
 - Describe the common personality traits of violent persons and the visible signs of a potentially violent person.
 - Understand the potential causes of violence and know how to predict, prepare for, and defuse violent encounters.
 - Apply effective communication techniques for de-escalating conflict and crisis situations.
 - Understand the role of mediation in conflict resolution.

- 3. Describe and apply problem-solving models.**

- Understand the importance of an officer's attitude in problem solving.
 - Identify, explain, and apply each component of the SARA, CAPRA, and PARE problem-solving models.
- 4. Discuss the application of the Criminal Code of Canada as it relates to lawful arrest, detention and self-defence.**
- State the civilian powers of arrest as found in section 494 of the Criminal Code of Canada
 - State and apply the provisions of section 26 of the Criminal Code of Canada as it relates to excessive use of force.
 - State the provisions of sections 34(1) and 37 of the Criminal Code of Canada as they relate to self defence.
- 5. Discuss and apply Section 8 and 9 of the Charter of Rights and Freedoms.**
- Apply the provisions of Section 8 of the Charter of Rights and Freedoms regarding unlawful search and seizure.
 - State the provisions of Section 9 of the Charter of Rights and Freedoms relating to unlawful or arbitrary detention.
- 6. Recognize and apply effective techniques to persons suffering from excited delirium and positional asphyxia.**
- Identify the signs and symptoms of excited delirium
 - Recognize the hazards of positional asphyxia related to a person suffering from excited delirium
 - Apply appropriate medical emergency response to situations dealing with excited delirium
- 7. Analyze and recreate a visual representation of the Use of Force model including all sub-elements to the situation, behaviour types, and officer considerations.**
- Effectively fill in required elements to the use of force model
 - Demonstrate an understanding of the sub-elements to the three major categories of the model
 - Analyze a scenario based question and apply it against the Use of Force model to determine the legal and practical limits to the use of force option selected
- 8. Apply and demonstrate effective Tactical Communications in a conflict situation.**
- Demonstrate effective communications as applied to a crises situation
 - State the goals of effective communications techniques
 - Demonstrate how to handle verbal abuse
 - Demonstrate the five step approach to effective communications
- 9. Effectively apply pressure point control techniques to a conflict situation.**
- Identify situations where pressure point control can be effective
 - Select appropriate techniques as gauged against the situation encountered
 - Identify nerve trunks and pressure points on the human anatomy and select the correct technique for effective application

- 10. Demonstrate effective search techniques for individuals in custody.**
 - State the legal authority to conduct a search of a person
 - Demonstrate a methodical and segmented approach to searching a person
 - Demonstrate both a compliant and non-compliant search technique
 - Demonstrate search methodology on a restrained individual

- 11. Explain the legal authority for the handcuffing and restraint of an individual and demonstrate effective restraint techniques.**
 - Demonstrate proper deployment and set up of handcuffs
 - Show proper handcuffing techniques for a compliant and non compliant individual
 - Demonstrate safe release methods
 - Examine the proper maintenance and carry of handcuffs
 - Demonstrate the proper use of soft restraints
 - Explain the lawful authority and policy on the use of restraint

- 12. Demonstrate the correct care, use, and maintenance of a collapsible baton and state the legal authority for the use of the baton for self-defence.**
 - State the legal authority for use of a baton for self defence
 - Identify appropriate target areas on the human anatomy for effective strikes
 - Demonstrate the proper drawing, opening and closing of a baton
 - Demonstrate proper stances, strikes, jabs and soft techniques utilizing the collapsible baton
 - Demonstrate proper baton retention techniques

- 13. Demonstrate and explain the lawful use of empty hand self-defence techniques.**
 - Demonstrate an effective interview stance and the reactionary gaps required for first defence
 - Demonstrate effective hard strikes as well as restraint techniques
 - Demonstrate effective grounding techniques and ground defence techniques

- 14. Actively apply various techniques to scenario-based problems and judgmental training situations.**
 - State the legal authority for use of force options and select the use of force option most suited to the scenario.
 - Understand and applying the decision making process to a use of force scenario
 - Select appropriate use of force options to a scenario based problem with attention to personal impact factors, environment and subject abilities assessment

III. TOPICS:

Stress
The Nature of Conflict
Problem Solving Models
Criminal Code of Canada
Charter of Rights and Freedoms
National "Use of Force" Model

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Conflict Management in Law Enforcement (3rd Edition) Chapters 1-3
Criminal Code of Canada
Charter of Rights and Freedoms

V. EVALUATION PROCESS/GRADING SYSTEM:

Conflict Management Components: Learning Outcomes 1 through 3.

Quizzes 3x5% 15%

Use of Force Components: Learning Outcomes 4 through 15.

Assignments 3x5% 15%

Mid Term Examination 20%

Practical Application 25%

Final Examination 25%

Attendance of 80% for both physical and theory classes is required to achieve a passing grade in this subject. Attendance below 80% will result in an "F" grade.

The following semester grades will be assigned to students:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	3.00
B	70 - 79%	3.00

C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00
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.	

VI. SPECIAL NOTES:

Attendance:

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

VII. COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located on the portal form part of this course outline