



COURSE OUTLINE: NRL260 - CONFLICT MGMT/SAFETY

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Approved: Karen Hudson - Dean

Course Code: Title	NRL260: CONFLICT MANAGEMENT AND PERSONAL SAFETY
Program Number: Name	5007: NAT RES/ENV ENFORCE
Department:	NATURAL RESOURCES PRG
Academic Year:	2025-2026
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.
Total Credits:	4
Hours/Week:	3
Total Hours:	42
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
Vocational Learning Outcomes (VLO's) addressed in this course:	<p>5007 - NAT RES/ENV ENFORCE</p> <p>VLO 1 Extend the resource technician's knowledge into the field of natural resource and recreational law, local, national and international.</p> <p>VLO 2 Introduce the student to the Canadian System of Justice as it relates to natural resources and recreation.</p> <p>VLO 4 Familiarize the student with the more common violations encountered by the Conservation Officer, the Deputy Conservation Officer, the Park Warden, and Inspector, by using interpretation of the legislation and its intent using modules, sequential analysis and case study.</p> <p>VLO 5 Instruct the student in the power of arrest, search and seizure under the various statutes.</p> <p>VLO 7 Provide instruction on the proper use of legal documents, the proper techniques used while investigating a common type of offence, the keeping of proper notes, collecting and preserving of evidence and the preparation of crown briefs.</p>
Essential Employability Skills (EES) addressed in this course:	<p>EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.</p> <p>EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.</p> <p>EES 4 Apply a systematic approach to solve problems.</p> <p>EES 5 Use a variety of thinking skills to anticipate and solve problems.</p> <p>EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of</p>



others.

EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.

EES 10 Manage the use of time and other resources to complete projects.

EES 11 Take responsibility for ones own actions, decisions, and consequences.

Course Evaluation:

Passing Grade: 50%, D

A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.

Other Course Evaluation & Assessment Requirements:

Academic success is directly linked to attendance. Missing more than 1/3 of the course hours in a semester will result in an F grade for the course.

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
1. Assess factors that may contribute to conflict and crisis situations.	1.1 Describe the physical and mental changes produced by stress. 1.2 Describe the signs and symptoms of a person in crisis. 1.3 Identify the three models of police intervention and understand the limits of police intervention. 1.4 Describe how stress can impair the performance of a police officer. 1.5 Explain how post-traumatic stress disorder arises and describe its potential effects.
Course Outcome 2	Learning Objectives for Course Outcome 2
2. Understand the nature of conflict.	2.1 Understand the nature of anger and the techniques that law enforcement officers can use to manage their anger. 2.2 Identify the five conflict management styles and know how to select the conflict management style or styles best suited to a particular conflict situation. 2.3 Identify basic criteria for effective communication in a conflict or crisis situation, including the use of proxemics and effective listening. 2.4 Identify effective verbal communication techniques for intervention in a crisis or conflict situation. 2.5 Describe the common personality traits of violent persons and the visible signs of a potentially violent person. 2.6 Understand the potential causes of violence and know how to predict, prepare for, and defuse violent encounters. 2.7 Apply effective communication techniques for de-escalating conflict and crisis situations. 2.8 Understand the role of mediation in conflict resolution.
Course Outcome 3	Learning Objectives for Course Outcome 3
3. Describe and apply problem-solving models.	3.1 Understand the importance of a law enforcement officer's attitude in problem solving. 3.2 Identify, explain, and apply each component of the SARA, CAPRA, and PARE problem-solving models.
Course Outcome 4	Learning Objectives for Course Outcome 4



4. Discuss the application of the Criminal Code of Canada as it relates to lawful arrest, detention and self-defence.	4.1 State the civilian powers of arrest as found in section 494 of the Criminal Code of Canada. 4.2 State and apply the provisions of section 26 of the Criminal Code of Canada as it relates to excessive use of force. 4.3 State the provisions of sections 34(1) of the Criminal Code of Canada as they relate to self-defence.
Course Outcome 5	Learning Objectives for Course Outcome 5
5. Discuss and apply Section 8 and 9 of the Charter of Rights and Freedoms.	5.1 Apply the provisions of Section 8 of the Charter of Rights and Freedoms regarding unlawful search and seizure. 5.2 State the provisions of Section 9 of the Charter of Rights and Freedoms relating to unlawful or arbitrary detention.
Course Outcome 6	Learning Objectives for Course Outcome 6
6. Recognize and apply effective techniques in dealing with persons suffering from excited delirium and positional asphyxia.	6.1 Identify the signs and symptoms of excited delirium. 6.2 Recognize the hazards of positional asphyxia related to a person suffering from excited delirium. 6.3 Apply appropriate medical emergency response to situations dealing with excited delirium.
Course Outcome 7	Learning Objectives for Course Outcome 7
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.	7.1 Effectively fill in required elements to the use of force model. 7.2 Demonstrate an understanding of the sub-elements to the three major categories of the model. 7.3 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.
Course Outcome 8	Learning Objectives for Course Outcome 8
8. Apply and demonstrate effective Tactical Communications in a conflict situation.	8.1 Demonstrate effective communications as applied to a crises situation. 8.2 State the goals of effective communications techniques. 8.3 Demonstrate how to handle verbal abuse. 8.4 Demonstrate the five step approach to effective communications.
Course Outcome 9	Learning Objectives for Course Outcome 9
9. Effectively apply pressure point control techniques to a conflict situation.	9.1 Identify situations where pressure point control can be effective. 9.2 Select appropriate techniques as gauged against the situation encountered. 9.3 Identify nerve trunks and pressure points on the human anatomy and select the correct technique for effective application.
Course Outcome 10	Learning Objectives for Course Outcome 10
10. Demonstrate effective search techniques for individuals in custody.	10.1 State the legal authority to conduct a search of a person. 10.2 Demonstrate a methodical and segmented approach to searching a person. 10.3 Demonstrate both a compliant and non-compliant search technique.



	10.4 Demonstrate search methodology on a restrained individual.
Course Outcome 11	Learning Objectives for Course Outcome 11
11. Explain the legal authority for the handcuffing and restraint of an individual and demonstrate effective restraint techniques.	11.1 Demonstrate proper deployment and set up of handcuffs. 11.2 Show proper handcuffing techniques for a compliant and non-compliant individual. 11.3 Demonstrate safe release methods. 11.4 Examine the proper maintenance and carry of handcuffs. 11.5 Demonstrate the proper use of soft restraints. 11.6 Explain the lawful authority and policy on the use of restraint.
Course Outcome 12	Learning Objectives for Course Outcome 12
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.	12.1 State the legal authority for use of a baton for self-defence. 12.2 Identify appropriate target areas on the human anatomy for effective strikes. 12.3 Demonstrate the proper drawing, opening and closing of a baton. 12.4 Demonstrate proper stances, strikes, jabs and soft techniques utilizing the collapsible baton. 12.5 Demonstrate proper baton retention techniques.
Course Outcome 13	Learning Objectives for Course Outcome 13
13. Demonstrate and explain the lawful use of empty hand self-defence techniques.	13.1 Demonstrate an effective interview stance and the reactionary gaps required for first defence. 13.2 Demonstrate effective hard strikes as well as restraint techniques. 13.4 Demonstrate effective grounding techniques and ground defence techniques.
Course Outcome 14	Learning Objectives for Course Outcome 14
14. Actively apply various techniques to scenario-based problems and judgmental training situations.	14.1 State the legal authority for use of force options and select the use of force option most suited to the scenario. 14.2 Understand and applying the decision making process to a use of force scenario. 14.3 Select appropriate use of force options to a scenario based problem with attention to personal impact factors, environment and subject abilities assessment.

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Application of Techniques	25%
Assignment	15%
Final Exam	35%
Mid-Term Exam	25%

Date:

June 20, 2025



Addendum:

Please refer to the course outline addendum on the Learning Management System for further information.

