



COURSE OUTLINE: PFP405 - CONFLICT MANAGEMENT

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Approved: Karen Hudson - Dean

Course Code: Title	PFP405: CONFLICT MANAGEMENT	
Program Number: Name	1202: POLICE FOUNDATIONS	
Department:	CRIMINAL JUSTICE	
Academic Year:	2025-2026	
Course Description:	This course will introduce you to the process of conflict management from the perspective of law enforcement intervention. The course will identify 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.	
Total Credits:	3	
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:	1202 - POLICE FOUNDATIONS	
Please refer to program web page for a complete listing of program outcomes where applicable.	VLO 1 Complete all tasks in compliance with pertinent legislation, as well as policing standards, regulations and guidelines.	
	VLO 2 Analyze all relevant information and make effective and legally defensible decisions in accordance with ethical and professional standards.	
	VLO 3 Be accountable for ones actions when carrying out all tasks.	
	VLO 5 Ensure the respect of human rights and freedoms in all interactions.	
	VLO 6 Work co-operatively in multidisciplinary teams to achieve mutual goals.	
	VLO 8 Monitor, evaluate and document behaviours, situations and events accurately and discreetly in compliance with legal, professional, ethical and organizational requirements.	
	VLO 9 Mitigate risks and maintain order by applying effective strategies in crisis, conflict and emergency situations.	
	VLO 10 Take positive actions to help crime victims.	
	VLO 11 Conduct investigations by collecting, documenting, preserving and presenting admissible evidence	
	Essential Employability Skills (EES) addressed in this course:	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.
		EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.
	EES 4 Apply a systematic approach to solve problems.	
	EES 5 Use a variety of thinking skills to anticipate and solve problems.	



- EES 6 Locate, select, organize, and document information using appropriate technology and information systems.
- EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.
- EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.
- EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.
- EES 11 Take responsibility for ones own actions, decisions, and consequences.

Course Evaluation:

Passing Grade: 60%, C

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

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 strategies for effective crisis intervention 1.4 Identify stressors common to law enforcement duties 1.5 Differentiate between intrapersonal and interpersonal stressors. 1.6 Identify strategies that may be used to reduce the negative effects of stress 1.7 Explain how post-traumatic stress disorder arises and describe its potential effects. 1.8 Identify some strategies that may be used to assist with reducing the effects of Post-Traumatic Stress Disorder
Course Outcome 2	Learning Objectives for Course Outcome 2
2. Identify different conflict management techniques and components of effective listening, and de-escalation techniques.	2.1 Differentiate between a conflict and a crisis 2.2 Identify conflict management styles 2.3 Identify and select the conflict management style most suited to situation management 2.4 Identify basic criteria for effective communication in a conflict or crisis situation 2.5 Apply the components of effective listening 2.6 Verbal escalation continuum 2.7 Identify effective verbal communication techniques 2.8 Identify common non-verbal communications 2.9 Apply effective communication techniques for de-escalating conflict and crisis situations 2.10 Identify and demonstrate the components of the mediation process and describe how the mediation process can facilitate problem management
Course Outcome 3	Learning Objectives for Course Outcome 3



	3. Identify potential 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 Describe the common personality traits of a violent person 3.3 Recognize verbal and non-verbal behaviours indicative of violent reactions 3.4 Compare profiled levels of resistance and the appropriate response to each level 3.5 Identify techniques to mentally prepare for violent encounters
	Course Outcome 4	Learning Objectives for Course Outcome 4
	4. Apply accepted intervention techniques to commonly encountered police occurrences	4.1 Recognize different types of domestic abuse including child abuse, spousal abuse and elder abuse. 4.2 Distinguish between types 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, 4.6 cognitive disorders, personality disorders and self-harming behaviours 4.7 Assess the risk of harm to affected persons, self and the public 4.8 Recognize common warning signs that may lead to suicide 4.9 Assess the risk potential of persons contemplating suicide 4.10 Apply appropriate intervention and problem management techniques 4.11 Identify community agencies that may assist with specific occurrences 4.12 Demonstrate knowledge of legislation, arrest authorities and use of force when dealing with conflict/crisis situations
	Course Outcome 5	Learning Objectives for Course Outcome 5
	5. Identify the needs of victims of crime.	5.1 Recognize the perception of fault incurred by some victims 5.2 Identify victim assistance/community service programs 5.3 Identify the purpose and content of Victim Impact Statements

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Assignment 2x10%	20%
In class quizzes 4x5%	20%
Test One	30%
Test Two	30%

Date:

June 17, 2025



Addendum:

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

