



COURSE OUTLINE

PFP405

Prepared: James Pardy Approved: Martha Irwin, Chair, Community Services and Interdisciplinary Studies

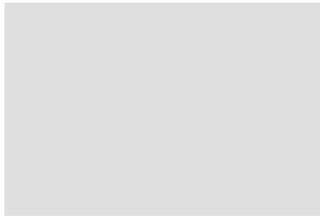
Course Code: Title	PFP405: CONFLICT MANAGEMENT
Program Number: Name	1202: POLICE FOUNDATIONS
Department:	CRIMINAL JUSTICE
Semester/Term:	17F
Course Description:	This course will introduce you to the process of conflict management from the perspective of law enforcement intervention. The course will identify 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:	45
Substitutes:	OEL812
Vocational Learning Outcomes (VLO's): Please refer to program web page for a complete listing of program outcomes where applicable.	<ul style="list-style-type: none"> #1. Complete all tasks in compliance with pertinent legislation, as well as policing standards, regulations and guidelines. #2. Analyze all relevant information and make effective and legally defensible decisions in accordance with ethical and professional standards. #3. Be accountable for ones actions when carrying out all tasks. #5. Ensure the respect of human rights and freedoms in all interactions. #6. Work co-operatively in multidisciplinary teams to achieve mutual goals. #8. Monitor, evaluate and document behaviours, situations and events accurately and discreetly in compliance with legal, professional, ethical and organizational requirements. #9. Mitigate risks and maintain order by applying effective strategies in crisis, conflict and emergency situations. #10. Take positive actions to help crime victims. #11. Conduct investigations by collecting, documenting, preserving and presenting admissible evidence
Essential Employability Skills (EES):	<ul style="list-style-type: none"> #1. Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience. #2. Respond to written, spoken, or visual messages in a manner that ensures effective communication. #4. Apply a systematic approach to solve problems.



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

Course Evaluation:

Passing Grade: 60%,

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Tests/Quizzes/Case Studies	100%

Books and Required Resources:

Conflict Management in Law Enforcement by James Pardy
Publisher: Emond Publishing Edition: Third
ISBN: 978-55239-391-8

Course Outcomes and Learning Objectives:

Course Outcome 1.

Assess factors that may contribute to conflict and crisis situations.

Learning Objectives 1.

- 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

Course Outcome 2.

2.Recognize post-traumatic stress disorder in others, self and victims.

Learning Objectives 2.



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- 2.1 Identify factors that may contribute to PTSD
- 2.2 Identify signs and symptoms of PTSD
- 2.3 Identify behaviour patterns and physical symptoms of a person suffering from PTSD
- 2.4 Recognize when to seek or advise persons to seek appropriate treatment for this anxiety disorder.
- 2.4 Explain the role of the critical incident stress debriefing team

Course Outcome 3.

- 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.

Learning Objectives 3.

- 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

Course Outcome 4.

- 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).

Learning Objectives 4.

- 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

Course Outcome 5.

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



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Learning Objectives 5.

- 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 community agencies that may assist with specific occurrences
- 5.11 Demonstrate knowledge of legislation, arrest authorities and use of force when dealing with conflict/crisis situations

Course Outcome 6.

- 6. Assess “everyday” occurrences that may have the potential to escalate if improperly investigated or unsatisfactorily resolved.

Learning Objectives 6.

- 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

Course Outcome 7.

- 7. Recognize situations that are “emotionally charged” and likely to cause emotional problems for victims including,



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Learning Objectives 7.

- 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

Course Outcome 8.

- 8. Identify the needs of victims of crimes.

Learning Objectives 8.

- 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

Date:

Wednesday, August 30, 2017

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