



COURSE OUTLINE: PFP405 - CONFLICT MANAGEMENT

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	
Semesters/Terms:	21W	
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	
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.	

In response to public health requirements pertaining to the COVID19 pandemic, course delivery and assessment traditionally delivered in-class, may occur remotely either in whole or in part in the 2020-2021 academic year.



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- 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%,

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

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	Learning Objectives for Course Outcome 1
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
Course Outcome 2	Learning Objectives for Course Outcome 2
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 symptoms of a person suffering from PTSD 2.4 Recognize when to seek or advise persons to seek appropriate treatment for this anxiety disorder. 2.5 Explain the role of the critical incident stress debriefing team
Course Outcome 3	Learning Objectives for 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.	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	Learning Objectives for Course Outcome 4
4. Defuse, mediate and	

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	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. & 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
	Course Outcome 5	Learning Objectives for Course Outcome 5
	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 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	Learning Objectives for Course Outcome 6
	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
	Course Outcome 7	Learning Objectives for Course Outcome 7
	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
	Course Outcome 8	Learning Objectives for Course Outcome 8
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	

Evaluation Process and

Evaluation Type

Evaluation Weight

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Grading System:

Tests/Quizzes/Case Studies	100%
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Date:

October 15, 2020

Addendum:

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

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