



**M: Course Objectives / Learning Outcomes:**

At the conclusion of the course the successful student will be able to:

1. Describe various communication styles and approaches within a criminal justice setting.
2. Demonstrate various interviewing skills and techniques such as effective inquiring, basic conflict resolution and group facilitation.
3. Identify general stages of an interview and define objectives of each stage.
4. Define intervention strategies and provide rationale for strategy selection with various client groups.
5. Illustrate and apply current problem management theories and skills.
6. Describe conflict management styles and resolution approaches.
7. Illustrate various crisis intervention strategies.
8. Describe and explain basic affective, cognitive, and behavioural interventions.
9. Outline appropriate contexts for basic affective, cognitive, and behavioural interventions.
10. Describe effective stress management techniques.
11. Deliver constructive feedback regarding interviewing skills and approaches as well as receive feedback from others.

**N: Course Content:**

1. Communication Styles and Approaches in Criminal Justice Settings
2. Interviewing Stages and Objectives
  - Rapport and Relationship Building
  - Assessment and Problem Definition
  - Goal Setting
  - Initiating Interventions
  - Termination and Follow-up
3. Problem Management Model
  - Problem Solving Process
  - Initial Awareness
  - Urgency
  - Initial Search for Remedies
  - Estimation of Costs
  - Deliberation
  - Rational Decision
  - Rational-Emotional Decision
4. Conflict Management Styles and Resolution Approaches
  - Negotiation
  - Mediation
  - Conflict De-escalation
  - Group facilitation
5. Problem Management Within Specific Contexts
  - Hostile or Aggressive Clients
  - Lower Functioning Clients
  - Youth Offenders
  - Clients with Addictions
6. Affective Interventions
  - Non Verbal and Verbal Affect Cues
  - Focussing Techniques
7. Cognitive Interventions
  - Reframing
  - Restructuring
8. Behavioural Interventions
  - Social Modelling
  - Anxiety Reduction
9. Crisis Intervention Strategies
  - Theories
  - Models
10. Stress Management

**O: Methods of Instruction:**

The course will employ a variety of instructional methods to accomplish its objectives, including some of the following: lectures, simulated interview assignments, written assignments, case analysis, group discussion, role plays, in-class examinations, seminar presentations and audio-visual material.

**P: Textbooks and Materials to be Purchased by Students:**

Texts and materials will be chosen from the following list, to be updated periodically.

Custom course materials including journal articles and case analyses will be compiled and required by the instructor.

Tactical Interpersonal Communication Skills for Justice Studies and Emergency Services Training, (2005), by Harper, J., Nelson Education Ltd.

Interviewing for Solutions, (2008), (3<sup>rd</sup> ed), by Peter De Jong and Kim Berg, Thompson and Brooks/Cole.

Interpersonal and Group Skills for Law Enforcement, (2007), (2 ed) by T.M. Geerinck and C.T., McGruthers, Pearson/ Prentice Hall.

Elements of Crisis Intervention: Crises and How to Respond to Them, (2002), (2<sup>nd</sup> Ed) by J.L. Greenstone and S.C. Leviton. Brooks/Cole.

Conflict Resolution for the Helping Professions, (2000), by A.E. Barsky. Brooks/Cole.

Anger Control Training, (1998), by E. Williams and R. Barlow. Winslow Press.

The Skilled Helper: A Problem-Management and Opportunity-Development Approach to Helping, (2009), by Gerald Egan and Wilma Schroeder. Nelson Education Ltd.

**Q: Means of Assessment:**

Evaluation will be carried out in accordance with Douglas College policy. Evaluation will be based on the course objectives. The instructor will provide a written course outline with specific evaluation criteria at the beginning of the semester.

An example of a possible evaluation scheme would be:

Case Analysis	20%
Mid Term	20%
Role Plays and Group Exercises	20%
Final Exam	30%
Interview Assignment	<u>10%</u>
	100%

**Prior Learning Assessment and Recognition: specify whether course is open for PLAR**

No.

Course Designer(s): Carla Hotel

Education Council / Curriculum Committee Representative

Dean: Catherine Carlson, Ph.D.

Registrar