



**JUSTICE INSTITUTE OF BRITISH COLUMBIA  
 COURSE OUTLINE**

**Division:** Centre for Leadership and Community Learning  
**Program:** Counselling and Capacity Building  
**Course Code:** COUNS117  
**Course Title:** Assessing and De-Escalating Potentially Violent Situations

<input checked="" type="checkbox"/>	New Course	<input type="checkbox"/>	Revised Course
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**Previous Course Code & Title:**

**Course Effective Date:** September 25-26, 2006  
 February 12-13, 2007

**Course Level:**

<input type="checkbox"/>	First Year	<input type="checkbox"/>	Second Year	<input type="checkbox"/>	Third Year	<input type="checkbox"/>	Fourth Year
<input checked="" type="checkbox"/>	Other: Two days only						

<input type="checkbox"/>	Required	<input type="checkbox"/>	Elective	# of Credits: 1
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**Delivery Method:**

	Method	Hrs
<input checked="" type="checkbox"/>	Face to Face	14
<input type="checkbox"/>	Online	
<input type="checkbox"/>	Correspondence	
<input type="checkbox"/>	Simulation / Lab	
<input type="checkbox"/>	Practicum	

Is this course delivered only online?  Yes  No  # Hours

**Comments:**

**Pre-requisites:**

**Equivalent Course(s) within the JIBC:**

**Transfer Credit Exists at: (List Institutions)**

**Course Description:**

This training focuses on how to verbally de-escalate potentially violent situations through assertiveness, interpersonal communication, and empathy. This two-day training is ideal for practitioners in all areas of human services work, especially those working in environments where the threat of hostility and abuse is ongoing. Participants will examine their personal response to crisis situations and learn effective strategies to self-manage. Methods of self-care will also be explored. You will learn how to assess the potential for violence, how to recognize the psychological and cognitive reactions as individuals move through the arousal cycle; how to identify the phases of aggression, and how to respond appropriately without using force.

**Grading System:**

**Check whichever applies to this course:** (if applicable)

	Letter Grades		Percentage		Pass/Fail		Credit/No Credit
	Complete/Incomplete	X	Attendance Only				

**Passing Grade:**

- 100% attendance in class
- Active contribution in large and small group discussions and activities

**Grading Scale:**

Letter Grade	Grade Points	% Range	Letter Grade	Grade Points	% Range
A+	4.33	90-100	C+	2.33	64-67
A	4.00	85-89	C	2.00	60-63
A-	3.67	80-84	C-	1.67	56-59
B+	3.33	76-79	D	1.00	50-55
B	3.00	72-75	F	0.00	0-49
B-	2.67	68-71			

**Evaluation - Activities and Weighing:** (complete the %'s which apply – total must equal 100%)

Final Exam	%	Assignments	%	Project	%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	%	Other	%
Quizzes/Test	%	Simulations	%	Practicum	%		

**Comments:**

**Course Goals:**

Participants will develop the skills necessary to implement safety strategies and prevention plans in their work environments.

**Learning Objectives:**

Upon successful completion of this course, the participant will be able to:

- Assess the potential for violence.
- Identify the phases of aggression and respond appropriately using: self-management techniques, verbal skills, body language and primary level empathy to defuse hostility.

**Course Topics/Content:**

- Theoretical Understanding of Anger
- Communicating Effectively
- Rage and Anger
- Arousal cycle
- Brain Chemistry
- Physical response
- Cognitive Response
- Harmful effects
- Self Management
- Self Care
- Triggers
- Assertiveness
- Empathy
- Stress Reduction Techniques
- Phases of Aggression
- Precursors to Violence
- Appropriate Responding
- Tension Reduction
- Safety Plans
- Assessing Potential for Violence
- Physical Layout of Work Site
- Mental Illness & Drug Induced Aggression

**Text and Resource Materials:** ([APA Style Guidelines](#))

Required	Author Surname, Initials - Title	Date Published	Current Edition	Place of Publication	Chapter(s) Covered
1.	N Goleman D – Emotional Intelligence	1995	1997	New York, USA	1,2,7,9-11,13
2.	N Mate G – When The Body Says No	2003	2004	Toronto Ca	3,7,13,18
3.	N Miller W / Rollnick K Motivational Interviewing: Preparing People for Change	2002	2002	New York, USA	4,6,7
4.	N Shebib, B - Choices: Interviewing and Counselling Skills for Canadians	2003	2003	Toronto, Ca	8
5.	N Williams R/ Williams V Anger Kills	1993	1994	New York, USA	1-6,8,13,20

**Comments and Course Policies:**

To view the Justice Institute of BC Policies listed below, visit:

<http://www.jibc.bc.ca/studentServices/main/AcademicServices/policies.htm>

Access Policy

Harassment Policy

Prior Learning Assessment Policy

Student Code of Conduct

Academic Appeals Policy

Intellectual Property Rights Policy

Research on Human Subjects: Ethics

Student Records