

Justice Institute of British Columbia COURSE OUTLINE

Course Code: COUNS139

Course Title: Assessing and De-escalating Potentially Violent Situations

Prerequisite Courses:

Sponsoring Division: Community and Social Justice Division, Centre for Counselling and Community Safety

Previous Course Code & Title:

# of Credits:	0.5
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Course Description:

This training focuses on how to verbally de-escalate potentially violent situations through assertiveness, interpersonal communication, and empathy. This one-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.

Course Goal(s):

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

Course Learning Objectives:

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

1. Assess the potential for violence.
2. 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: Use APA style; specify chapters where applicable. ([APA Style Guidelines](#))

Required:

Recommended:

Course Level:

	First Year		Second Year		Third Year		Fourth Year
X	Other (describe):						

Equivalent Course(s) within the JIBC:

Class Delivery Methods:

Some courses are delivered using a range of methods within one class (course section) or alternative methods in different classes. Please outline the most common delivery options used for this course. The total class hours should be the same for each option.

Delivery Methods	Class Option A (Hours)	Class Option B (Hours)	Class Option C (Hours)	Class Option D (Hours)
Classroom/Lecture/Discussion	7.0			
Simulation/Lab	N/A			
Practicum/Fieldwork	N/A			
Online	N/A			
Correspondence	N/A			
Total Class Hours	7.0			

Comments on Delivery Methods:

Related Program(s): (where applicable)

Credit Transfer exists at: (List Institutions with official transfer agreements and name equivalent courses)

Course Grading System:

Check the system that applies to this course:

<input type="checkbox"/>	Letter Grades	<input type="checkbox"/>	Percentage	<input type="checkbox"/>	Pass/Fail	<input checked="" type="checkbox"/>	Credit/No Credit
<input type="checkbox"/>	Complete/Incomplete	<input type="checkbox"/>	Attendance Only	<input type="checkbox"/>	Not Applicable		

Passing Grade:	Credit Granted
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JIBC Standard Grading Scale for Letter, Grade Point and % Grades:

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			
B+	3.33	76-79	C-	1.67	56-59
B	3.00	72-75	D	1.00	50-55
B-	2.67	68-71	F	0.00	0-49

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

Final Exam	%	Assignments	%	Project	%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	100%	Other	%
Quizzes/Test	%	Simulations	%	Practicum	%	TOTAL	100%

Comments on Evaluation:

100% attendance in all classes.

Active contribution in large and small group discussions and activities.

Other Course Guidelines, Procedures and Comments:

View the Justice Institute of BC Policies listed below at:

<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