



## Justice Institute of British Columbia COURSE OUTLINE

**Course Code:** CRT151

**Course Title:** Communications for the Deputy Sheriff

**Prerequisite Courses:** none

**Sponsoring Division:** Sheriff Academy, Sheriffs Services

**Previous Course Code & Title:** CRTS500

**Course Effective Date:**

<b># Of Credits:</b>	1.0
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**Course Description:** This 2 day session focuses intensively on communication skills and behavioural strategies necessary for intervening in conflict situations experienced by sheriff service personnel in situations where use of physical force is not yet required. Additionally, emphasis will be placed on developing skills and knowledge to enhance an officer's ability to manage negative emotion where differences arise. Proven strategies for maintaining composure in the face of challenging behaviour will be learned, along with strategies for defusing emotion in others. Includes dealing with developmentally challenged persons and cultural barriers.

### **Course Goal(s):**

- This course will provide Deputy Sheriffs with common communications and resolution strategies for effectively dealing with conflict within the scope of their duties.

### **Course Learning Objectives:**

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

- Listen non-defensively and actively in conflict situations
- Speak objectively and assertively in conflict situations
- Understand barriers to constructive communication in conflict and eliminate them
- Identify your problematic behaviours in workplace conflict and eliminate them
- Develop strategies for managing one's own emotions in workplace conflict
- Use communication and problem solving skills to respond to high emotion from others in workplace conflict situations.
- Understand conflict dynamics
- Use conflict resolution strategies, managing emotion in conflict; self and other
- Use non-verbal and verbal communication in conflict

### **Course Topics/Content:**

- **Conflict Resolution**
  - Conflict belief cycle
  - Conflict approaches
  - Cooperative conflict resolution model



- External elements of the collaborative style
- **Communication Skills**
  - Collaborative communication
  - Communicating to resolve conflict
  - Listening
  - Assertion
  - Setting limits
  - Responding to objectionable behavior
- **Managing Anger and High Emotion**
  - The experience of anger
  - Managing your own anger
  - Non-verbal/verbal diffusing
  - Verbal diffusing where emotional intensity is high
- **Role-Plays**
- **Dealing with Development Challenges and Cultural Barriers**
  - Be aware that people may be developmentally challenged
  - Identify the barriers that exist among cultures
  - Obtain skills in dealing with people from another culture, or people who are developmentally challenged

**Text and Resource Materials:** Use APA style; specify chapters where applicable. ([APA Style Guidelines](#))

**Required:**

- Participant manual

**Recommended:**

**Course Level:**

	First Year		Second Year		Third Year		Fourth Year
	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	14			
Simulation/Lab				
Practicum/Fieldwork				
Online				
Correspondence				
<b>Total Class Hours</b>	14			

**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:

Letter Grades	Percentage	x	Pass/Fail	Credit/No Credit
Complete/Incomplete	Attendance Only		Not Applicable	

<b>Passing Grade:</b>	
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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:**

**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