

JUSTICE INSTITUTE OF BRITISH COLUMBIA COURSE OUTLINE

Division: CLCL

Program: Individual Management/Leadership Electives

Course Code:

Course Title: Turning Down the Heat: Being Reasonable with Unreasonable People

	New Course		Revised Course
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Previous Course Code & Title: Front Line Firing Line Sup 109

Course Effective Date:

Course Level:

	First Year		Second Year		Third Year		Fourth Year
	Other:						

	Required		Elective	# of Credits: 1
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Delivery Method:

	Method	Hrs
	Face to Face	14
	Online	
	Correspondence	
	Simulation / Lab	
	Practicum	

Is this course delivered only online? Yes No # Hours

Comments: Elective

Pre-requisites:

Equivalent Course(s) within the JIBC:

Transfer Credit Exists at: (List Institutions)

Course Description:

We all have those days, times when the incredible demands cause us to behave in seemingly “unreasonable” ways. Front line staff in government, the private sector, and voluntary agencies more and more has to work with irritable, frustrated, distraught, angry and demanding persons, which adds to their “on the job” stress. In this 2-day interactive workshop, you will examine practical techniques to resolve conflict situations, cool down difficult encounters and disarm complainers. This workshop is fun, fast moving highly participative and uses real front-line based examples

Objectives:

Upon completion of this course, participants will be able to:

- Keep angry clients from taking out their frustrations on them
- Bring out the best in people who are upset
- Transform conflict into cooperation
- Clam clients faster with specific phrases that work
- Say no
- Manage and defuse situations that may otherwise escalate
- Search for the facts
- Probe without offending
- Position themselves as helpers, not adversaries
- Manage their own stress levels with confidence

Methods of Instruction:

Large group discussion and dialogue
Small group discussion
Role Practice and Feedback
Video/DVD
Problem Solving
Self-Assessment

Who Should Attend?

Government Employees: Federal, Provincial, Municipal who work on the front line and/or deal with the public.

Private sector employees who work on the front lines and/or deal with the public.

Employees of private societies and volunteer organizations who work with the public.

Anyone who has to give “bad news” to people or who works in an enforcement capacity in their jobs.

Grading System:

Check whichever applies to this course: (if applicable)

<input type="checkbox"/>	Letter Grades	<input type="checkbox"/>	Percentage	<input type="checkbox"/>	Pass/Fail	<input type="checkbox"/>	Credit/No Credit
<input type="checkbox"/>	Complete/Incomplete	<input type="checkbox"/>	Attendance Only				

Comments:

100% attendance in all classes;

Active contribution in large and small group discussions and activities.

Self evaluation

Role plays

Course Goals:

Learning Objectives:

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

- Keep angry clients from taking out their frustrations on them
- Bring out the best in people who are upset
- Transform conflict into cooperation
- Clam clients faster with specific phrases that work
- Say no
- Manage and defuse situations that may otherwise escalate
- Search for the facts
- Probe without offending
- Position themselves as helpers, not adversaries
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Text and Resource Materials: ([APA Style Guidelines](#))

Required	Author Surname, Initials - Title	Date Published	Current Edition	Place of Publication	Chapter(s) Covered
1.					
2.					
3.					
4.					
5.					

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