

## Justice Institute of British Columbia COURSE OUTLINE

**Course Code:** SRT 104

**Course Title:** Communications

**Prerequisite Courses:**

**Sponsoring Division:** Courts Academy

**Previous Course Code & Title:** Tactical Communications & Report Writing

**Course Effective Date:** August 28, 2000

<b># of Credits:</b>	3.0
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### Course Description:

- This four-day session focuses intensively on the communications skills and behavioral strategies necessary for intervening in conflict situations experienced by sheriff service personnel in situations where use of physical force is not yet required. Emphasis will be placed on developing skills and knowledge to enhance an officer's ability to manage negative emotions where differences arise. Proven strategies for maintaining composure in the face of challenging behavior will be learned, along with strategies for defusing emotion in others. This course also includes proper note taking, report writing and Report to Crown Counsel.

### 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. Students will learn to make clear and accurate notes, and compose critical incident reports.

### Course Learning Objectives:

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

- Demonstrate non-defensive and active listening in conflict situations
- Speak objectively and assertively in conflict situations
- Describe barriers to constructive communication in conflict
- Identify problematic behaviors in workplace conflict and apply strategies to eliminate them
- Develop and demonstrate strategies for managing emotions in workplace conflict
- Use communication and problem-solving skills to respond to high emotion from others in workplace conflict situations
- Explain conflict dynamics
- Apply conflict resolution strategies while managing emotions of self and others
- Demonstrate non-verbal and verbal communication in conflict situations
- Observe critical situations and write appropriate notes.
- Write incident reports and reports to Crown Counsel

### 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

Dealing with Development Challenges and Cultural Barriers

- Awareness of developmental challenges
- Barriers that exist among cultures
- Dealing with people from another culture and people who are developmentally challenged

Written Communication

- Note taking
- Report writing

**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
	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	24			
Simulation/Lab	4			
Practicum/Fieldwork				
Online				
Correspondence				
<b>Total Class Hours</b>	28			

**Comments on Delivery Methods:**

- Face-to-face

**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>	P/F
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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	%	Other	100%
Quizzes/Test	%	Simulations	%	Practicum	%	TOTAL	100%

**Comments on Evaluation:**

**SRT 104**

## Report Writing

Assignment #1	B
Assignment #2	B

## Tactical Communication

Tactical Scenario	P/F
Critical Incident Report (scenario)	B

- In order to successfully pass this course the recruit must achieve a B letter grade in each assignment.
- If a student fails the course, the Employer will determine the appropriate course of action.
- Students who fail the final written exam will be given the opportunity to rewrite it once. Late assignments will not be accepted for marking without prior permission of the program coordinator. A student who misses assignments may at the discretion of the program coordinator complete the work missed.

**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