

COURSE OUTLINE**Administration of Justice 117
Crisis Intervention****I. Catalog Statement**

Administration of Justice 117 is designed to provide those skills necessary to deal with interpersonal conflict. The course will address some of the interpersonal problems creating stress, conflict and anger. There will be a review of some of the basic psychological techniques used in dealing with interpersonal problems. Specifically, the course will familiarize the student with intervention techniques in attempted suicides, death/injury notifications, domestic situations, disputes between landlord and tenants and intervention techniques with crime victims. The course will cover recommended techniques in dealing with job related stress. A review of theoretical concepts and practical role playing situations will provide the framework for the course.

Total Lecture Units: 3.0

Total Course Units: 3.0

Total Lecture Hours: 48.0

Total Faculty Contact Hours: 48.0

II. Course Entry Expectations

Skill level ranges: Reading 5; Writing 5; Listening/ Speaking 5; Math 1.

III. Course Exit Standards

Upon successful completion of required coursework, the student will be able to:

1. identify stress and conflict symptoms;
2. determine intervention techniques in domestic situations;
3. determine intervention strategies in attempted suicides;
4. develop skills in providing death/injury notification.

IV. Course Content

Total Faculty Contact Hours = 48

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|---|----------|
| A. Interpersonal Problems | 24 hours |
| 1. Stress | |
| a. Causes | |
| b. Signs of stress | |
| c. Patterns of stress | |
| 2. Stress in law enforcement and the helping agencies | |
| a. Causes and concerns | |
| 3. Communication in stress situations | |

- a. Interviewing techniques
- b. Empathy
- c. Warmth
- d. Respect
- e. Self-disclosure
- f. Understanding
4. Conceptual issues in dealing with crisis situations
 - a. Ineffective listening

B. Conceptual Issues in Dealing with Crisis Situations

24 hours

1. Cultural and ethnic considerations
 - a. Family patterns
 - b. Interactions
 - c. Anomie
2. Overview of legal issues and procedures
 - a. Landlord-tenant law
 - (1) Case
 - (2) Statutory
 - b. Juvenile law
 - c. Family dispute issues
 - (1) Civil
 - (2) Criminal
3. Departmental procedures and operational issues
 - a. Skills learned are integrated into operations of agencies
 - b. Specific issues are covered
 - (1) Field procedures
 - (2) Communications
 - (3) Supervision
 - (4) Follow-up
 - (5) Feedback
 - c. Specialized problems in crisis situations (role playing)
 - (1) The potential suicide victim
 - (2) The crime victim
 - (3) The alcoholic
 - (4) The drug user
 - (5) Death/injury notifications
 - (6) Others
 - d. Specialized skills
 - (1) Safety procedures and preventive measures
 - (a) Minimizing potential for violence
 - (b) Avoiding injury
 - (2) Defusing situations
 - (a) Methods of restoring order
 - (b) Leaving clients in a cooperative mood
 - (3) Brief interviewing
 - (a) Techniques
 - (b) Importance of an accurate picture of crisis

- (4) Mediation
 - (a) Techniques
 - (b) Importance of helping disputants arrive at their own solutions
- (5) Referral
 - (a) Guidelines and practice
 - (i) When to refer
 - (ii) Whom to refer
 - (iii) How to refer
 - (iv) Where to refer
 - (b) Importance of tailoring system to local needs

V. Methods of Instruction

The following instructional methodologies may be used in the course:

1. lecture;
2. multimedia;
3. demonstrations;
4. film simulations;
5. individual and group projects.

VI. Out of Class Assignments

The following out of class assignments may be used in the course:

1. homework and situational problem solving;
2. written and other assignments;
3. group project presentation;
4. individual student project focusing on a specific aspect of crisis intervention.

VII. Methods of Evaluation

The following methods of evaluation may be used in the course:

1. quizzes;
2. mid-term examination;
3. group presentation;
4. individual project;
5. final examination.

VIII. Textbook

Gilmartin, Kevin M. *Emotional Survival for Law Enforcement*. Tucson, AZ: E-S Press, Inc., 2002.

10th Grade Reading Level ISBN: 9780971725409

Miller, Laurence, *Practical Police Psychology [1 edition]*. Springfield, IL: Charles C Thomas Pub Ltd, 2006.

10th Grade Reading Level ISBN: 9780398076375

IX. Student Learning Outcomes

1. Student will be able to identify stress and conflict symptoms.
2. Student will be able to determine intervention techniques in domestic situations.
3. Student will be able to determine intervention strategies in attempted suicides.
4. Student will have skills in providing death/injury notification.