Sinclair Community College
444 E. Third St.
Dayton, OH 45402

Master Syllabus

CJS 2200 - Human Relations, Mediation, & Conflict Resolution

Division: Business and Public Services

Department: Criminal Justice Science

Credit Hour Total: 3.0 **Lecture Hrs:** 3.0

Prerequisite(s): DEV 0015

Date Revised: June 2015

Course Description:

Examination of cultural differences and the handling of special needs population by the criminal justice system, including current trends in meeting community needs. Emphasis on development of the knowledge and skill sets required of the criminal justice professional to address the needs and issues of diverse clientele throughout the criminal justice process. Strategies for mediation, conflict resolution and critical incident management for law enforcement and corrections personnel, including hostage negotiation.

General Education Outcomes:

- Oral Communication
- Written Communication
- Critical Thinking/Problem Solving
- Values/Citizenship/Community
- Computer Literacy
- Information Literacy

Course Outcomes:

Services and Response
Assess community issues and improve criminal justice services, responses, and systems in multicultural communities.

Assessment Method: Behavioral observations
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Assessment Method: Locally developed exams
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Assessment Method: Performance appraisals
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Assessment Method: Simulations
Performance Criteria:

Students will score a minimum of 70% or better on performance evaluation rubric

Special Needs Populations
Display an appropriate response to the needs and concerns of special populations.

Assessment Method: Behavioral observations
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Assessment Method: Locally developed exams
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Assessment Method: Performance appraisals
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Assessment Method: Simulations
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Critical Incident Management Processes
Apply crisis management processes and critical incident management to natural and/or man-made situations.

Assessment Method: Behavioral observations
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Assessment Method: Locally developed exams
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Assessment Method: Performance appraisals
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Assessment Method: Simulations
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Conflict Prevention and Management
Perform conflict resolution and mediation given a scenario or simulation.

Assessment Method: Behavioral observations
Performance Criteria:

Students will score 70% or better on performance evaluation rubric

Assessment Method: Locally developed exams
Performance Criteria:

Students will score 70% or better on performance evaluation rubric

Assessment Method: Performance appraisals
Performance Criteria:

Students will score 70% or better on performance evaluation rubric

Assessment Method: Simulations
Performance Criteria:

Students will score 70% or better on performance evaluation rubric

Mediation Skills
Perform the essential steps in mediation and the legal limitations for criminal justice professionals.

Assessment Method: Behavioral observations
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Assessment Method: Locally developed exams
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Assessment Method: Performance appraisals
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Assessment Method: Simulations
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Conflict Resolution Skills
Demonstrate incident or conflict resolution skills from circumstances to resolution.

Assessment Method: Behavioral observations
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Assessment Method: Locally developed exams
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Assessment Method: Performance appraisals
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Assessment Method: Simulations
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Cultural Differences
Describe the benefits of understanding cultural differences.

Assessment Method: Behavioral observations
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Assessment Method: Locally developed exams
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Assessment Method: Performance appraisals
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Assessment Method: Simulations
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Prejudicial Behavior
Define discrimination. Explain the types of prejudicial behaviors and the impact on community relations. Differentiate between criminal, illegal, and racial profiling.

Assessment Method: Behavioral observations
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Assessment Method: Locally developed exams
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Assessment Method: Performance appraisals
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Assessment Method: Simulations
Performance Criteria:

Students will score a minimum of 70% on performance evaluation rubric

Outline:

Definition of cultural diversity
Understanding cultural differences
Factors that influence organizational culture
Methods for improving the criminal justice response and services in multicultural communities
Discrimination defined
Prejudicial behaviors
Illegal profiling
Harassment
Hate crimes
Criminal Justice response to developmentally or mentally disabled populations
Problem identification
Contributing factors in conflict
Protocols for critical incident management
Techniques of mediation
Conflict management/resolution in special circumstances