

## 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

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

#### 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