

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 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