SYLLABUS

DATE OF LAST REVIEW: 02/2013

CIP CODE: 43.0102

SEMESTER: DEPARTMENTAL SYLLABUS

COURSE TITLE: Interpersonal Communications & Crisis Situations

COURSE NUMBER: CRJS-0104

CREDIT HOURS: 3

INSTRUCTOR: DEPARTMENTAL SYLLABUS

OFFICE LOCATION: DEPARTMENTAL SYLLABUS

OFFICE HOURS: DEPARTMENTAL SYLLABUS

TELEPHONE: DEPARTMENTAL SYLLABUS

EMAIL: KCKCC issued email accounts are the official means for electronically communicating with our students.

PREREQUISITES: None

REQUIRED TEXT AND MATERIALS: Please check with the KCKCC bookstore, http://www.kckccbookstore.com/, for the required texts for your particular class.

COURSE DESCRIPTION:
This course will deal with verbal and non-verbal communication from the point of both sender and receiver. Much of the focus for this course will be on the skills necessary to defuse and arbitrate civil disturbances in such a fashion that enforcement action is not necessary (when possible and practical). Special attention will be paid to the problem areas of family crisis, stress, rape crisis, the hearing impaired and abuse of alcohol. Note: Only police recruits are eligible to take this course.

METHOD OF INSTRUCTION: A variety of instructional methods may be used depending on content area. These include but are not limited to: lecture, multimedia, cooperative/collaborative learning, labs and demonstrations, projects and presentations, speeches, debates, panels, conferencing, performances, and learning experiences outside the classroom. Methodology will be selected to best meet student needs.
COURSE OUTLINE:
I. Interpersonal Communication
   A. Communication Processes
   B. Verbal Communication
   C. Non-verbal Communication
II  Sensitivity Training
III  Spouse Abuse
   A. Nature of problem
   B. Laws relating to spouse abuse
   C. Community agencies
   D. Private Agencies
IV. Child Abuse
   A. Nature of the problem
   B. Laws relating to child abuse
   C. Juvenile court – procedures
   D. Community Agencies
V. Family Crisis
   A. Problem dynamics
   B. Defusing emotional / violent quarrels
   C. Community agencies
VI. Other Disputes
   A. Resolution techniques for acquaintances
   B. Resolution techniques for strangers
   C. Community agencies
VII. Abnormal Behavior
   A. Mental and Emotional Causes
   B. Drug Induced
   C. Alcohol Induced
   D. De-toxification
VIII. Rape
   A. Legal definition
   B. Techniques and procedures (victim)
   C. Metropolitan Organization to Counter Sexual Assault
IX. How to deal with the hearing impaired
X. Recognition of symptoms of diabetes
XI. Stress
   A. Recognition
   B. Effects
   C. Techniques for reduction

EXPECTED LEARNER OUTCOMES:
A. The student will be able to describe how to defuse emotional and potentially violent situations without reliance on force or arrests (when appropriate).
B. The student will be able to arbitrate disputes without reliance on force or arrest.
C. The student will better understand and relate to the sensitivity of others.
D. The student will be able to recognize stress in others as a result of crisis situations, such as rape, disease and extreme stress.

**COURSE COMPETENCIES:**

The student will be able to how to defuse emotional and potentially violent situations without reliance on force or arrests (when appropriate).
1. The student will be able to discuss communication skills that will help defuse violent situations.
2. The student will be able to explain the communication process.
3. The student will be able to describe active listening.
4. The student will be able to describe the use of verbal non-aggressive communication.
5. The student will be able to describe non-verbal communication; observing and displaying.
6. The student will be able to discuss recognizing potential cases of family, spouse and child abuse when communicating with offender family members.

The student will be able to arbitrate disputes without reliance on force or arrest (when appropriate).
7. The student will be able to discuss the importance of sensitivity training for correctional officers.
8. The student will be able to describe resolution techniques for acquaintances.
9. The student will be able to explain resolution and arbitration for strangers.
10. The student will be able to discuss inmate arbitration for improvement and change.
11. The student will be able to explain the goals and objectives of arbitration for or among inmates.
12. The student will be able to discuss success and failure of arbitration.
13. The student will be able to discuss agencies available to assist in arbitration.

The student will be able to better understand and relate to the sensitivity of others.
14. The student will be able to discuss the special requirements of disabled and impaired inmates.
15. The student will be able to describe abnormal behavior as a result of mental or emotional trauma.
16. The student will be able to recognize and explain drug induced abnormal behavior.
17. The student will be able to discuss alcohol and its effects.
18. The student will be able to explain the de-toxification process.
19. The student will be able to discuss racial tension in the prison as it relates to sensitivity of other.

The student will be able to recognize stress in others as a result of crisis situations such as rape, disease and excess stress.
20. The student will be able to discuss the legal definition of Rape and sexual assault.
21. The student will be able to recognize and describe the symptoms of disease such as diabetes.
22. The student will be able to explain the effects of excess stress.
23. The student will be able to discuss methods to reduce stress.
24. The student will be able to explain the procedures for assisting a victim of sexual assault.
25. The student will be able to discuss how to prevent or cope with stress.

ASSESSMENT OF LEARNER OUTCOMES:
Student progress is evaluated by means that include, but are not limited to, exams, written assignments and class participation.

SPECIAL NOTES:
Material included is intended to provide an outline of the course and rules that the instructor will adhere to in evaluating the student’s progress. However, this syllabus is not intended to be a legal contract. Questions regarding the syllabus are welcome any time.

Kansas City Kansas Community College is committed to an appreciation of diversity with respect for the differences among the diverse groups comprising our students, faculty, and staff that is free of bigotry and discrimination. Kansas City Kansas Community College is committed to providing a multicultural education and environment that reflects and respects diversity and that seeks to increase understanding.

Kansas City Kansas Community College offers equal educational opportunity to all students as well as serving as an equal opportunity employer for all personnel. Various laws, including Title IX of the Educational Amendments of 1972, require the college’s policy on non-discrimination be administered without regard to race, color, age, sex, religion, national origin, physical handicap, or veteran status and that such policy be made known.

Kansas City Kansas Community College complies with the Americans with Disabilities Act. If you need accommodations due to a documented disability, please contact the Director of the Academic Resource Center, Room 3354 or call 913-288-7670.
Kansas City Kansas Community College

21st Century General Education Learning Outcomes

Learning Outcomes
Discipline knowledge and content mastery is expected of all graduates. More specifically, KCKCC is committed to the Learning Outcomes listed below. We believe that competence in the Learning Outcomes is essential for the success of graduates and will enhance their ability to become contributing members of our increasingly complex world. These areas of knowledge and skills are equally valid for all KCKCC graduates, whether they transfer to a four-year college or pursue a career after leaving college.

General Education Learning Outcomes

Communication Learning Outcomes
The learner will have the ability to express, interpret, and modify ideas/information effectively (both written and oral), including but not limited to reading text accurately and correctly; writing with a clear purpose and effective organization; speaking effectively using appropriate styles that suit the message, purpose, and content; and employing active listening techniques.

Computation Learning Outcomes
The learner will have the ability to understand and apply mathematical concepts and reasoning using numerical data.

Critical Reasoning Learning Outcomes
The learner will understand inductive and deductive reasoning and have the ability to define problems and use data (qualitative and quantitative) to make complex decisions utilizing analysis, synthesis, and evaluation skills.

Technology and Information Management Learning Outcomes
The learner will have the ability to define, collect, organize, analyze, and evaluate information from a variety of sources. The learner will also have the ability to understand basic technology concepts and functionality in order to use technology as a tool to locate and retrieve information.
Community and Civil Responsibility Learning Outcomes
The learner will demonstrate knowledge, awareness, and understanding of diverse ideas, values, and perspectives of a culturally diverse world; an understanding of the ethical issues and values that are prerequisites for making sound judgments and decisions; a recognition of the obligation to become actively involved as a contributing member of the community; and a sensitivity to the awareness of aesthetic expression.

Personal and interpersonal Skills Learning Outcomes
The learner will have the ability to work cooperatively and productively with others; to understand and evaluate his/her capabilities; to manage his/her personal growth by setting realistic and appropriate goals.
SOCIAL AND BEHAVIORAL SCIENCES
STUDENT SUCCESS STRATEGIES

Know your teacher’s name.

Turn off your electronic devices in class/make paying attention to the work of the class your only concern.

Miss class only when you cannot attend/acquire missed information and materials ASAP.

Know your syllabus.

Know the attendance policy.

Know the requirements for tests and assignments.

Know information about final exam and make-up exams.

Know instructor’s position on use of Wikipedia or other online sources.

Know the instructor’s preferred writing style (APA, MLA, etc.).

Always know your grade.

Contact your teacher ASAP with concerns or questions.

Know the benefits of the academic resource center.

Know if your course has a practicum, service learning component, or other exception.

Use an academic planner.

Know the course withdrawal policy.

Know your instructor’s office hours and make appointments when necessary.

Know the school’s scholastic honesty policy.

Be familiar with the course learning objectives, course competencies, and the college’s 21st century learning outcomes for general education.