

Southeast Missouri State University
Criminal Justice and Sociology
CJ 400 Crisis Management and Conflict Resolution
3 Credit Hours

I. Catalog Description and Credit Hours of Course:

Examination of dynamics, intervention strategies and treatment of crisis situations and investigation of the nature of conflict and its resolutions. (3)

II. Prerequisites:

CJ 100 and junior standing.

III. Purposes or Objectives of the Course:

- 1) Analyze the systematic influences on the way in which stressful events are perceived, defined and addressed.
- 2) Analyze and demonstrate an understanding of the dynamics of various types of crises.
- 3) Utilize and apply critical thinking skills in assessing the dynamics of crises and determine appropriate crisis intervention strategies for various types of crises.
- 4) Develop and proficiently demonstrate advanced knowledge regarding crisis intervention.
- 5) Analyze and differentiate the various types and views of conflict and the negotiation process.
- 6) Actively participate in role-playing situations designed to develop skills in negotiation and mediation.
- 7) Develop and utilize the vocabulary and practice of conflict resolution and skills used in the process of mediation.

IV. Expectations of Students:

- 1) Students are expected to read all assigned materials and to actively participate in all assignments.
- 2) Students will exemplify professional behavior in relation to human interaction and cultural diversity.
- 3) Students will conduct on-hands training related to crisis management and conflict situations.

- 4) Students will be required to show proficiency in crisis management and conflict resolution techniques.
- 5) Students will conduct independent research and write comprehensive papers in areas of crisis intervention and conflict resolution.

V. Course Outline:

History of Crisis Intervention	(3 hours)
Types of Crises	(3 hours)
Crisis Assessment	(9 hours)
Basic Crisis Intervention Skills	(3 hours)
Models of Crisis Intervention	(3 hours)
Perspectives on Interpersonal Conflict	(3 hours)
Types of Conflict	(6 hours)
Recurrent Themes in Conflict Diagnosis	(3 hours)
Conflict Diagnosis and Resolution Skills	(6 hours)
Process of Mediation	(6 hours)

VI. Textbook and Course Materials:

Coltri, L.S. (2010). Conflict Diagnosis and Alternative Dispute Resolution. NJ: Pearson/Prentice Hall. (4th Edition)

Kanel, K. (2010). A Guide to Crisis Intervention. CA: Brooks/Cole, Cengage Learning. (4th Edition)

VII. Basis of Student Evaluation:

Forums	5%
Participation in Role Plays	5%
Process Paper	10%
Research Paper	30%
Case Study Analysis	20%
Exams	30%

The weight of the evaluation criteria may vary accordingly to each instructor and will be communicated at the beginning of the course.

VIII. Grading Scale:

Letter grades will be awarded as follows:

100-90	A
80-89	B
70-79	C
60-69	D
59----	F

IX. Academic Policy Statement:

Students will be expected to abide by the University Policy for Academic Honesty regarding plagiarism and academic honesty. Refer to:
<http://www6.semo.edu/judaffairs/code.html>

X. Student with Disabilities Statement:

If a student has a special need addressed by the Americans with Disabilities Act (ADA) and requires materials in an alternative format, please notify the instructor at the beginning of the course. Reasonable efforts will be made to accommodate special needs.