

SOUTHEAST COMMUNITY COLLEGE
COMMUNITY SERVICES DIVISION
Criminal Justice Program
Revision Date: 08-19-24

I. CATALOG DESCRIPTION

Course Number: CRIM2340
Course Title: Effective Communications in Criminal Justice
Prerequisite(s): None

Catalog Description: This course will explore theoretical perspectives and practical skill sets for effective communication, intervention, and problem solving within a criminal justice context. This course will introduce strategies for negotiation, mediation, crisis intervention, conflict de-escalation and problem management. Practical approaches for assessing, managing and intervening in various criminal justice situations to be explored. Challenges with difficult client groups to be identified and appropriate interventions surveyed. Student will have ongoing opportunities to develop and practice skills and interventions through this interactive course.

Credit Hours: 3.0
Class Hours: 30
Lab Hours: 45
Total Contact Hours: 75

II. COURSE OBJECTIVES: *Course will:*

- A. Develop and practice communication skills and interventions through interactive scenarios and group discussions.
- B. Expand report-writing techniques.
- C. Explore the types of stress related to the criminal justice profession.
- D. Explore techniques of stress management during and after critical incidents.

III. STUDENT LEARNING OUTCOMES AND GENERAL EDUCATION LEARNING OUTCOMES:

- A. Student Learning Outcomes: *Student will be able to:*
 - 1. Describe various communication styles and approaches within a criminal justice setting.
 - 2. Demonstrate various interviewing skills and techniques such as effective inquiring, basic conflict resolution and group facilitation.
 - 3. Identify general stages of an interview and define objectives of each stage.
 - 4. Define intervention strategies and provide rationale for strategy selection with various client groups.
 - 5. Illustrate and apply current problem management theories and skills.
 - 6. Describe conflict management styles and resolution approaches.
 - 7. Illustrate various crisis intervention strategies.
 - 8. Describe and explain basic affective, cognitive, and behavioral interventions.
 - 9. Outline appropriate contexts for basic affective, cognitive, and behavioral interventions.
 - 10. Describe effective stress management techniques.
 - 11. Deliver constructive feedback regarding interviewing skills and approaches as well as receive feedback from others.
- B. General Education Learning Outcomes (GELOs):
 - 1. GELO 1: Speech Communication
 - Outcome 3: Assess an audience and situation so as to adapt verbal and nonverbal messages to best meet the needs and expectations of the audience.
 - Outcome 4: Competently communicate messages – both verbally and nonverbally – to a variety of audience types and in a variety of situations.

- Outcome 5: Utilize active and critical listening behaviors.
- 2. GELO 2: Written Communication
 - Outcome 4: Use content and style appropriate to a given audience and situation.
 - Outcome 5: Read and write in mechanically-sound, college-level English.
- 3. GELO 3: Critical Thinking & Problem Solving
 - Outcome 2: Synthesis information to arrive at reasoned solutions to problems.
- 4. GELO 6: Career and Life Skills
 - Outcome 7: Demonstrate choices that reflect personal responsibility in one's academic, civic, social, and vocational/professional life.

IV. CONTENT/TOPICAL OUTLINE (*course outline may provide more detailed information*)

- A. Foundations of Communication
- B. Perception of Self and Others
- C. Intercultural Communication
- D. Verbal Messages
- E. Nonverbal Messages
- F. Listening
- G. Interpersonal Relationships
- H. De-Escalation Techniques
- I. Crisis Intervention
- J. Interpersonal Communication
- K. Conflict in Groups
- L. Communicating in Groups
- M. Group Leadership and Problem-Solving

V. INSTRUCTIONAL MATERIALS

- A. Required Text(s): Harmening, Crisis Intervention: The Criminal Justice Response to Chaos, Mayhem, and Disorder, Current Edition, Person.
- B. Other Resources: Collection of readings from various books and articles to be covered.

VI. METHODS OF PRESENTATION/INSTRUCTION

- A. The course will employ a variety of instructional methods to accomplish its objectives, including some of the following: lectures, simulated interview assignments, written assignments, case analysis, group discussion, role-plays, in-class examinations, seminar presentations, audio-visual material, and guest speakers.

VII. METHODS OF EVALUATION

- A. Methods of evaluation typically include a combination of the following:
 - 1. Exams
 - 2. Class and group participation
 - 3. Interactive role-playing
 - 4. Report writing
 - 5. Worksheets
 - 6. Projects
 - 7. Evaluations
- B. SCC STANDARD GRADING SCALE POLICY:

A+	95-100	C+	75-79
A	90-94	C	70-74
B+	85-89	D+	65-69
B	80-84	D	60-64
		F	Below 60

VIII. SPECIFIC COURSE REQUIREMENTS:

- A. See individual instructor's course outline.

