

CRIM 204

CJ INTERPERSONAL SKILLS

COURSE DESCRIPTION

Students develop practical skills necessary for being an effective criminal justice practitioner. These include: verbal, nonverbal, assertiveness, managing anger of self and others; diffusing of self and others; and managing the emotional climate. Personal reflection vis-a-vis criminal justice practice is emphasized.

COURSE LEARNING OUTCOMES

1. Demonstrate effective interpersonal skills (attending, encouragers, paraphrase, reflection of feeling, empathy, summarizing, questioning, concreteness).
2. Develop and maintain effective process recordings based on information collected from role plays.
3. Demonstrate effective interpersonal skills with an emphasis on the need for and use of approaches for diffusing anger, hostility or resistant behaviour, and with an accurate awareness of personal strengths and challenges.
4. Explain the use of different interpersonal skills in a variety of situations and contexts.

REQUIRED READINGS and MATERIALS

Moorhouse, K. (2013) Course Reader: CRIM 204 CJ Interpersonal Skills.

Other readings will be available via the Internet or through the D2L course platform.

Recordable device such as a dvd or flashdrive.

Access to a camcorder or similar recording device.

CONDITIONS: The Contract

Empathy is an indispensable tool when working effectively with clients within the CJ field. You will have the opportunity to enhance or develop your empathy through a classroom simulation. You are aware that folks on probation and parole have "orders" to follow and the failures to follow these orders have potentially

serious consequences. How difficult is it to meet these conditions? To help you appreciate this challenge we place on our clients, you will have two conditions to follow:

Condition #1: Attendance orders have the condition that a person must attend a set number of sessions to complete the program. In this course, your attendance is necessary so that you can fully participate and offer your “self” to your class mates. The consequence of missing a class is huge - one percent (1%) of the overall course grade will be forfeited for each absence. However, a medical note may be taken into consideration if you notify me via email or phone message before class (extenuating circumstances excluded). Late arrivals and early exits also interfere with your ability to participate and you will lose marks accordingly. Two missed classes and two late arrivals are excused. If you are missing class, any preparation for class assignments must still be submitted via the online drop box in advance of the class start time.

Condition #2: When you enter the classroom you WILL turn off your cell phone or texting device and place it in your pocket or bag. You WILL be able to access it only if you have stored an assignment on it that you need to access during class. If you have a computer for taking notes, you may use it only for that purpose during the class time and you CANNOT open any program other than the word processing software you use to take notes. The consequence of being “caught” is a warning (first instance) and loss of 1% of your overall course grade (second and subsequent instances).

GRADING

Percentage	Grade
90-100	A+
85-89	A
80-84	A-
77-79	B+
73-76	B
70-72	B-
65-69	C+
60-64	C
50-59	D
0-49	F

Assignment	Percent
Process Recording – Baseline Assignment	10
Interview and Classroom Presentation	5
Summary assignment	5
Competency Tests: Videotaped Demonstration of Skills (Skill Session #1 and #2)	40
Preparation for Class: Assignments	20
Final Exam	20
Total	100

COURSE COMPLETION REQUIREMENTS

The process recording (baseline assignment), two competency tests, participation in the interview/presentation, summary, and the final exam must be completed to earn a passing grade in this course. Late submissions are not graded and all hand in assignments are due at the start of class (not 10 minutes later!).

COURSE SCHEDULE

- Creating a Climate for Learning Skills and the Importance of Confidentiality
- Playing the Roles of the Client and Observer
- Constructive Feedback: Giving and Taking
- Conversation - Why do we communicate?
- Modeling Communication
- Effective Communicators
- Misconceptions about Communication
- Our natural styles of helping
- Visibly Tuning In (SOLER)
- Silence

- Circle: Inadequate Listening or Empathic Listening
- Encouragers
- Practice Attending Skills
- Paraphrasing
- Practice Paraphrasing
- Reflection of Feeling
- Empathy
- Practice Reflection of Feeling and Empathy
- Summarizing
- Door Openers
- Basic (Preliminary) Listening Sequence
- Practice
- Questioning Pitfalls
- When Clients do Not Answer Questions
- Managing the Rambling Interview
- Types of Questions
- Ten Strategies for Evoking Change Talk
- Practice Questioning
- Observational skills
- Practice Observation skills
- Structured Interview Process
- The Communication Climate
- "I" statements
- Understanding Anger
- Managing Your Own Anger
- Diffusing the Angry Person
- Resistance
- Confrontation