

ADMJ C055 : Conflict Management and Crowd Control

General Information

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Course Code (CB01) :	ADMJ C055
Course Title (CB02) :	Conflict Management and Crowd Control
Department:	Public Service
Proposal Start:	Spring 2018
TOP Code (CB03) :	(2105.00) Administration of Justice
SAM Code (CB09) :	Clearly Occupational
Distance Education Approved:	No
Course Control Number (CB00) :	CCC000582337
Curriculum Committee Approval Date:	02/03/2017
Board of Trustees Approval Date:	03/09/2017
External Review Approval Date:	06/29/2017
Course Description:	This course provides the student with the knowledge and skills necessary for conflict management in a private security setting. The course provides information on verbal diffusion and negotiations. The student also learns the various tactics and tools employed in crowd control situations.
Submission Type:	A Gap Analysis revealed that the 19 and Younger group demonstrated low success rates in the Public Services program. California state law requires that an individual reach their 21st birthday before they complete the Regular Basic Law Enforcement Academy and become POST (Peace Officers Standards and Training) certified. This state requirement has discouraged the 19 and Younger age group from the Public Services program. The Public Services Program, in conjunction with the Advisory Board, has identified the need to develop additional career focused short term state certifications, such as the Guard Card certification through the Bureau of Security and Investigative Services (BSIS), to provide alternative employment options for the Age 19 and Younger group. The field of Private Security only requires that the individual be 18 years of age upon completion; therefore, if a BSIS certification was approved the 19 and Younger age group would have an infield employment path to pursue prior to their 21st birthday. No value
Author:	No value

Faculty Minimum Qualifications

Master Discipline Preferred:	No value
Alternate Master Discipline Preferred:	No value
Bachelors or Associates Discipline Preferred:	No value
Additional Bachelors or Associates Discipline Preferred:	No value

Course Development Options

Basic Skills Status (CB08)

Course is not a basic skills course.

 Allow Students to Gain Credit by Exam/Challenge**Rationale For Credit By Exam/Challenge**

No value

Course Support Course Status (CB26)

No value

Course Special Class Status (CB13)

Course is not a special class.

Allowed Number of Retakes

0

Retake Policy Description

Legally Mandated Training Limit: Unlimited

Grade Options

- Letter Grade Methods

Course Prior To College Level (CB21)

No value

 Allow Students To Audit Course**Associated Programs** Course is part of a program (CB24)**Associated Program**

No value

Award Type

No value

Active**Transferability & Gen. Ed. Options****Course General Education Status (CB25)**

No value

Transferability

Not transferable

Transferability Status

Not transferable

Units and Hours**Summary****Minimum Credit Units (CB07)** 0**Maximum Credit Units (CB06)** 0**Total Course In-Class (Contact) Hours** 0**Total Course Out-of-Class Hours** 0**Total Student Learning Hours** 0**Faculty Load** 0**Credit / Non-Credit Options**

Course Credit Status (CB04)

Credit - Degree Applicable

Course Non Credit Category (CB22)

Credit Course.

Non-Credit Characteristic

No Value

Course Classification Status (CB11)

Credit Course.

Funding Agency Category (CB23)

No value

 Cooperative Work Experience Education Status (CB10)

 Variable Credit Course
Weekly Student Hours

	In Class	Out of Class
Lecture Hours	0	0
Laboratory Hours	0	0
Activity Hours	0	0

Course Student Hours

Course Duration (Weeks)	18
Hours per unit divisor	54
Course In-Class (Contact) Hours	
Lecture	0
Laboratory	0
Activity	0
Total	0

Course Out-of-Class Hours

Lecture	0
Laboratory	0
Activity	0
Total	0

Time Commitment Notes for Students

No value

Faculty Load**Extra Duties:** 0**Faculty Load:** 0**Units and Hours - Weekly Specialty Hours**

Activity Name	Type	In Class	Out of Class
No Value	No Value	No Value	No Value

Units and Hours: Non-Standard**Summary****Minimum Credit Units (CB07)** 0.5

Maximum Credit Units (CB06)	0.5
Total Course In-Class (Contact) Hours	9
Total Course Out-of-Class Hours	18
Total Student Learning Hours	27
Faculty Load	0

Detail

Weekly Student Hours

	In Class	Out of Class
Lecture Hours	9	2
Laboratory Hours	0	0
Activity Hours	0	0

Course Student Hours

Course Duration (Weeks)	18
Hours per unit divisor	54
Course In-Class (Contact) Hours	
Lecture	9
Laboratory	0
Activity	0
Total	9
Course Out-of-Class Hours	
Lecture	18
Laboratory	0
Activity	0
Total	18

Time Commitment Notes for Students

No Value

Faculty Load

Extra Duties: 0

Faculty Load: 0

Units and Hours: Non-Standard - Weekly Specialty Hours

Activity Name	Type	In Class	Out of Class
No Value	No Value	No Value	No Value

Pre-requisites, Co-requisites, Anti-requisites and Advisories

Prerequisite

ADMJ C050 - Powers to Arrest & Weapons of Mass Destruction

Entrance Skills

Entrance Skills	Description
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No value	No value
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Limitations on Enrollment

Limitations on Enrollment	Description
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Limitation on Enrollment	Student must have reached their 18th birthday prior to completion of the course. Required by Statute
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Specifications

Methods of Instruction

Methods of Instruction	Discussion
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Rationale	No value
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Methods of Instruction	Group Work
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Rationale	No value
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Methods of Instruction	In-class writing
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Rationale	No value
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Methods of Instruction	Lecture
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Rationale	No value
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Assignments

Using the information provided to you by the instructor, create a plan of action in preparation of a civil disobedience/disturbance situation.

Methods of Evaluation

Participation

Rationale

The student will be evaluated by performance scored by a rubric in a simulated negotiation setting, and/or by their development of a written plan for a civil disobedience/disturbance situation.

Equipment

No Value

Textbooks

Author

Title

Publisher

Date

ISBN

No Value

No Value

No Value

No Value

No Value

Other Instructional Materials

No Value

Materials Fee

No value

Learning Outcomes and Objectives

Course Objectives

No value

CSLOs

Apply the active listening techniques included in the acronym MORE PIES (Minimal Encouragers, Open-Ended Questions, Reflecting, Emotion Labeling, Paraphrasing, "I" statements, Effective Pauses, Summary). Expected SLO Performance: 70.0

Discuss the legal requirements for a statement to lose its First Amendment protection. Expected SLO Performance: 70.0

Evaluate provided information regarding upcoming civil disobedience and prepare an appropriate and measured plan of action. Expected SLO Performance: 70.0

Outline

Course Outline

- I. Communications
 - A. Verbal and non-verbal communication
 - B. Use of an interpreter
 - C. Active and reflective listening
- II. Conflict Management
 - A. De-escalation techniques
 - B. Deflecting personal attacks
 - C. Communicating the reality of the situation
- III. Speaking Constructively
 - A. What will the individual gain with compliance
- IV. Valuing Diversity
 - A. Asking how the person would like to be addressed
 - B. Understanding cultural norms and how they can impact communication
- V. Negotiating
 - A. Using MORE PIES:
 - Minimal Encouragers
 - Open-Ended Questions
 - Reflecting
 - Emotion Labeling
 - Paraphrasing
 - "I" Messages
 - Effective Pauses
 - Summary (their story)
- VI. Verbal Diffusion
 - A. Redirecting
- VII. Controlling Boisterous Celebrations
 - A. Understanding when a celebration has become a PC 415 (Disturbing the Peace)
 - B. Scene safety
 - C. Proper Use of Force
- VIII. Handling Disputes
- 24.
 - A. Mediating between Parties
- IX. Confronting Conflicts Constructively
 - A. Solution Based Approach versus a Punitive Approach
- X. Planning for Civil Disobedience / Disturbances
 - A. Riot gear
 - B. Chemical Agents
- XI. Labor Actions, Disputes, Workplace Stoppages
 - A. Balancing First Amendment rights with scene safety
 - B. Criminal elements of trespass