



**BAKER COLLEGE**  
**STUDENT LEARNING OUTCOMES**

**CRJ 2110 Interpersonal Communication & Conflict Management**  
**3 Semester Hours**

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**Student Learning Outcomes & Enabling Objectives**

1. Examine how and why safety concerns drive the need for conflict management.
  - a. Explain how properly managing conflict reduces safety risks.
  - b. Discuss how judgment and decision making skills are used to manage conflict.
  - c. Use conflict management as a means of managing behavior in a simulated environment.
  - d. Discuss the role of teamwork in conflict management.
  - e. Identify ethical issues presented in simulated conflict management situations.
  
2. Determine the skills and techniques needed to manage conflict.
  - a. Apply critical thinking skills to dynamic situations.
  - b. Assess surroundings to determine the appropriate course of action.
  - c. Apply judgment and decision making skills to manage conflict.
  - d. Apply theory and foundational concepts to manage conflict.
  - e. Use teamwork to effectively manage conflict.
  - f. Demonstrate appropriate conflict management techniques based on the personalities of those involved.
  
3. Diffuse volatile situations using communication skills.
  - a. Use self-assessment tools to more effectively communicate.
  - b. Explain how modeling good communication skills can aid in rehabilitation.
  - c. Use judgment and decision-making skills to more effectively communicate.
  - d. Discuss how personality, gender, and culture can affect communication.
  - e. Use communication skills to manage behavior.
  - f. Use communication skills effectively in a team environment.
  - g. Apply verbal and non-verbal communication to criminal justice situations.
  - h. Use appropriate communication skills to document incidents.
  - i. Analyze the connection police, fire, and EMS have to the 911 telecommunications professional.
  
4. Demonstrate negotiation methods.
  - a. Apply understanding of power relationships to negotiation methods.
  - b. Resolve conflict so that there is agreement of all parties.

## **Big Ideas and Essential Questions**

### **Big Ideas**

- Investigation
- Communication

### **Essential Questions**

1. How do you manage conflict?
  2. What is the impact of communication on conflict management?
  3. Why is safety the number one priority?
  4. What role does negotiation play in managing conflict?
  5. Why is self-assessment crucial to effective communication?
  6. Why are various techniques used in interrogation and interviewing?
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These SLOs are approved for experiential credit.

**Effective: Fall 2017**