**I. COURSE TITLE:** Critical Incident Management

**COURSE NUMBER:** 2230 **CATALOG PREFIX:** CJUS

**II PREREQUISITE(S):**

None

**III. CREDIT HOURS:** 2 **LECTURE HOURS:** 2

**LABORATORY HOURS; OBSERVATION HOURS:**

**IV. COURSE DESCRIPTION:**

This course will explore the volatile nature of managing critical incidents that occur within the field of corrections and law enforcement. Specific focus will be on the dynamics and methods involved in hostage negotiations, intervention strategies during a critical incident and the utilization of effective interpersonal communication skills. Team intervention approaches will be discussed along with information regarding post-incident de-briefing.

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**V. ADOPTED TEXT(S):**

*Crisis Negotiations: Managing Critical Incidents & Hostage Situations in Law Enforcement and Corrections,* 5th edition, 2013

by: Michael J. McMains and Wayman C. Mullins

Elsevier

ISBN: 978-1-4557-7647-4

Optional Text

*Publication manual of the American Psychological Association* (6th ed.). (2009). Washington, D.C.: American Psychological Association.

ISBN: 978-1-4338-0561-5

**VI. COURSE OBJECTIVES:**

At the conclusion of this course, students will be able to:

1. Identify and define the various forms of critical incidents as they pertain to the corrections and law enforcement professions.
2. Explain theoretical approaches to handling critical incidents.
3. Understand the stages of a crisis incident.
4. Explain intervention strategies for dealing with critical incidents.
5. Identify hostage and non-hostage incidents and methods employed for intervention.
6. Discuss the impact of stress and time when dealing with a critical situation.
7. Evaluate the significance of and elements involved in effective interpersonal communications during a critical incident.
8. Analyze the involvement of teams when handling critical incidents.
9. Explain post-incident debriefing.

**VII. GRADING**

Students will be required to complete written exams, quizzes, presentations, and/or homework assignments at the times designated by the course instructor. Late assignments will be considered for half credit.

Grades will be awarded using the following schedule:

A= 90 – 100 %

B= 80 – 89 %

C= 70 -79 %

D= 60 – 69 %

F = 59 %and below – Student will be required to repeat course

Honesty and integrity are major elements in professional behavior and are expected of each criminal justice student. Cheating is an unacceptable behavior within all criminal justice courses. Students having academic difficulties should seek guidance and/or assistance from the instructor, academic advisor, or college counselor.

A student observed or found to be cheating on a test or assignment in any criminal justice course will be given a “zero” on the test or assignment. A written report of the incident, signed by the instructor and the student, will be placed in the student’s file. This notice will remain on file and in effect for the remainder of the student’s enrollment in the criminal justice program. Should a second incident of cheating occur in any criminal justice course, the student will be given a failing grade for the course and will be dismissed from the criminal justice program for one year. The “zero” grade for dishonesty will not be used as the drop grade in a course in which a drop grade option is given.

**VII. COURSE METHODOLOGY:**

Lecture, discussion, journals, case studies, and other methodologies may be utilized as appropriate to the course objectives.

**IX. COURSE OUTLINE:**

1. Critical Incident Management
   1. Definition
   2. Evolution of Critical Incident Intervention in Law Enforcement & Corrections
   3. Development of Negotiations in Law Enforcement & Corrections
2. Negotiations
   1. Hostage vs. Non-hostage incidents
   2. Characteristics of a Negotiable Incident
   3. Decision-making & Action
   4. Bargaining Principles

3. Stages of a Critical Incident

1. Factors Affecting the Duration of a Crisis
2. Crisis Intervention Principles
3. Characteristics of Crisis Intervention
4. Goals in Crisis

4. Skills in Critical Incident Management

1. Interpersonal Communication
2. Intervention during a Crisis
3. Intervention during Negotiation of a Crisis
4. Intervention during Resolution of a Crisis
   * 1. Elements to consider during Critical Incident Management
        1. Time
        2. Stress
        3. Communication barriers
        4. Stockholm Syndrome

6. Critical Incidents Involving Impaired/Disturbed Individuals

1. Emotionally Disturbed
2. Substance Abusers
3. Antisocial Personalities
4. Compulsive Personalities
5. Suicidal Individuals

7. Teamwork during Critical Incidents

1. Definition of a Critical Management Team
2. Roles of a Critical Management Team
3. Communication of the Team
   1. Post-Incident Debriefing
      1. Definition of Operational Debriefing
      2. Goals of Debriefing
      3. Emotional Debriefing (of Team/Negotiator)
      4. Stages of Trauma

**Sample Course Outline\***

**Introduction into the Criminal Justice Profession**

Week 1 Class Introduction and course outline

Chapter 1: Hostage Negotiation: Development and Definitions

Week 2 Chapter 2: Negotiation: Crisis Intervention

Week 3 Chapter 3: Demands of the Effects of Time

Week 4 Chapter 4: Stress and Stress Management

Week 5 Test over Chapters 1, 2, 3, 4

Chapter 5: Hostage Dynamics

Week 6 Chapter 6: Communication in Crisis Negotiations

Week 7 Chapter 7: Negotiating with Emotionally Disturbed Individuals

Chapter 8: Negotiating with Suicidal Persons

Week 8 Test over Chapters 5, 6, 7, 8

Chapter 9: Team Structure, Role, and Command

Week 9 Chapter 10: Crisis Negotiations in Prisons and Correctional Facilities

Week 10 Chapter 11: Intelligence and Intelligence Gathering

Week 11 Chapter 12: Unique Incidents, Negotiating with Special Groups

Week 12 Chapter 13: Crisis Negotiation Equipment

Chapter 14: Overview of the Tactical Team and Outside Agency Support

Week 13 Chapter 15: Post-Incident Debriefing

Week 14 Test over Chapters 9, 10, 11, 12, 13, 14, and 15

Practical Exercise

Week 15 Practical Exercise

Final Exam Review

Week 16 FINAL EXAM (Comprehensive)

\*Instructor reserves the right to organize work to meet the objectives of the course.

**X. OTHER REQUIRED TEXTS, SOFTWARE AND MATERIALS:**

Supplemental Readings may be assigned by the instructor.

**EVALUATION:**

There will be four 100-point examinations including a comprehensive final exam. All exams will contain material from earlier in the course/program. Students are expected to achieve a passing score of 70 on three of the exams. The exam with the lowest score will not be counted toward the final grade. MAKE UP EXAMS WILL NOT BE PROVIDED. A 90-point practical exam will also be given.

Class Assignment:

Each student will be responsible for a research paper consisting of 1,500 to 2,000 words of original narrative documentation in APA format. The paper shall be double-spaced with a font of 12 or less in size and margins of one inch from top and bottom of the paper and one inch from the each side on an 8.5 by 11 inches white paper. The research paper shall include a cover page and reference page(s) with three or more references. Cover page and reference will not be counted toward required number of words. Diagrams and charts may be used but will not be counted as words. Drawings and photographs should not be used. Late papers will receive half credit.

**Final Grade Calculation:**

Measuring Tool Number Required Maximum Points

Exams 3 @ 100 points each 300

Research Paper 1 @ 100 points each 100

Practical Exam 1 @ 30 points each 90

Class Participation 10

500

Grading Scale:

500 – 450 = A

449 – 400 = B

399 – 350 = C

349 – 300 = D

299 – 0 = F Must retake course

**XII. SPECIFIC MANAGEMENT REQUIREMENTS:**

Student Responsibilities:

If enrolled in a face-face section:

To meet the objectives of the course, students must attend all scheduled classes. At the beginning of the quarter, instructors will pass out a class schedule that lists all class meetings. If a student must miss a class due to extenuating circumstances, then the student is expected to call and inform the instructor by either talking with the instructor or leaving a message should the instructor not be available.

Students will be allowed two class absences. Unexcused absences over two times will result in a drop of one letter grade from the final grade, i.e. the third absence would reduce a final grade of “A” to a “B.” Two instances of significant tardiness or leaving early will be considered to be equivalent to an absence for purposes of this calculation.

Specific login and activity requirements will be indicated in the initial instructions for any online sections.

Note: Work submitted in this class may be seen by others. Others may see your work when being distributed, during group project work, or if it is chosen for demonstration purposes. Other instructors may also see your work during the evaluation/feedback process. There is also a possibility that your papers may be submitted electronically to other entities to determine if content is original and references are cited appropriately.

Need for assistance: If you have any condition or situation which will make it difficult for you to carry out the work as outlined, please notify the instructor as soon as possible. Students with disabilities may contact the Disabilities Service Office, Central Campus at 800-628-7722 or 937-393-3431.

Instructor’s Responsibilities:

The instructor will enhance and expand the meaning and application of the subject matter covered throughout the course. At the beginning of each quarter, the instructor will distribute syllabi listing all class sessions and course requirements. The instructor will facilitate class discussion and be available to students who need additional educational assistance

**XIII.** **OTHER INFORMATION:**

**Classroom courtesy and decorum**

Old –fashioned courtesy and mutual respect are the order of the day. Rude behavior of any sort will not be tolerated. It is especially important that there be no disruptions that hinder the learning process during class. Such disruptions include, but are not limited to sleeping, eating, listening to iPods, talking and or text messaging on cell phone or other device, using wireless internet connections not related to the subject matter being covered in the class room, reading newspapers, or other unrelated materials during lectures, coming late, leaving early, etc. If you have a need to engage in any of the aforementioned activities, kindly do it somewhere other than this classroom. If you engage in any of the aforementioned activates the instructor has the authority to remove you from the classroom and remove you from the class list.

**Cheating**

STATEMENT OF ACADEMIC HONESTY

(Southern State Community College Catalog 2009-2011, pp.53-56)

Southern State Community College is committed to providing educational opportunities that promote academic, professional and personal growth in students. To these ends, all members of the college are expected to uphold the highest academic and ethical stands.

Types of Academic Misconduct

1. Any unauthorized use of material (books, notes, of any kind, and so forth) during an examination, test, or quiz.
2. Copying from another student’s work, permitting one’s work to be copied during an examination, test, or quiz.
3. Unauthorized use of equipment (computers, calculators, or any type of educational or laboratory equipment).
4. Permitting a person to pose in one’s place during an examination, test, quiz, or posing as another person during an examination, test, quiz.
5. Altering an examination, test, quiz, or any other type of evaluated work in an effort to have the work re-evaluated for higher grade.
6. Plagiarizing or permitting one’s work to be plagiarized.
7. Using unauthorized or improper methods to determine in advance the contents of an examination, rest, or quiz.
8. Unauthorized use of computer software during an examination, tests, or quiz.
9. Submitting as one’s own a work of art, a speech, or oral report, a musical composition, a computer program, a laboratory project or any other creation done by another person.

Plagiarism Defined

Plagiarism can be defined as copying someone else’s words or ideas and passing it off as your own. This includes copying material from the World Wide Web, the Internet, books, videos, and all copyrighted material without express permission and documentation.

Possible Sanctions for Academic Misconduct

By an instructor:

Instructors must state possible options at the beginning of a quarter of what sanctions they will apply to cases of academic misconduct. Instructors may choose any of the following possible sanctions:

“F” for an individual examination, test, quiz, or evaluated project.

“F” for the course.

Refer the case to the Academic Appeals Committee.