

Date Effective: Spring 2009

New

Revised

COURSE OUTLINE

COURSE PREFIX and NUMBER: PSY 205

CREDIT HOURS: 3

COURSE TITLE: Personal Conflict and Crisis Management

PREREQUISITES:

English placement recommendation for ENG 111 and satisfactory completion of ENG 4 if required by reading placement test. Prerequisite or corequisite: ENG 5 or ENG 107 if recommended by reading placement test.

COURSE DESCRIPTION:

Studies the effective recognition and handling of personal and interpersonal conflicts. Discusses cooperative roles of public and private agencies, management of family disturbances, child abuse, rape, suicide, and related cases. Prerequisite: English placement recommendation for ENG 111 and satisfactory completion of ENG 4 if required by reading placement test. Prerequisite or corequisite: ENG 5 or ENG 107 if recommended by reading placement test. Lecture 3 hours per week.

MAJOR TOPICS INCLUDED:

- A) Personal conflict and crisis management theory.
- B) Identifying and predicting violent behavior.
 - i. Theories of violent behavior
 - ii. Fight and flight response
 - iii. Use of defusing techniques
 - iv. Domestic violence
 - v. Suicide
 - vi. Hostage situations
- C) Rape intervention.
- D) Mental and physical abuse of children.
- E) Sexual abuse and sexual disorders.
- F) Classification and assessment of mental disorders commonly found in personal conflict and crisis management and domestic disputes.
- G) Major psychiatric disorders.
- H) Carkuff's model.
- I) Active Listing.
- J) Models used in understanding couple and family dynamics.
- K) Drug abuse and intervention strategies.
- L) Techniques of making an effective referral.
- M) Community based resources for the management of crisis.
- N) Assertiveness techniques employed in crisis situation.

GENERAL COURSE OBJECTIVES: Upon successful completion of the course, the student will be able to:

- A) Demonstrate an ability to select from the materials offered in this course the relevant information needed to cope with different areas of personal conflict.
- B) Understand and use techniques for personal conflict and crisis management and techniques commonly employed during intervention.
- C) Know current research on crisis management and how to apply this to different conflict areas.
- D) Understand some of the problems that confront a person with emotional problems and difficulties.
- E) Demonstrate knowledge of theories that explain and are used to predict violent behavior.
- F) Demonstrate knowledge of the effectiveness of different methods and strategies of intervention.
- G) Integrate knowledge and demonstrate competency in the content area of personal conflict and crisis management.
- H) Weigh evidence and decide if generalizations or conclusions based on the given data are warranted.
- I) Determine the nature and extent of the information needed.
- J) Reason by deduction, induction and analogy.