Course Prefix and Number: PSY 205

Course Title: Personal Conflict and Crisis Management

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: Placement in ENG 111 or placement in Co-requisites ENG 111 and ENF 3. Lecture 3 hours per week.

General Course Purpose:

Course Prerequisites and Co-requisites:
Prerequisite: Placement in ENG 111 or placement in Co-requisites ENG 111 and ENF 3.

Course Objectives:
Upon completing the course, the student will be able to:
1. Demonstrate an ability to select from the materials offered in this course the relevant information needed to cope with different areas of personal conflict.
2. Understand and use techniques for personal conflict and crisis management and techniques commonly employed during intervention.
3. Know current research on crisis management and how to apply this to different conflict areas.
4. Understand some of the problems that confront a person with emotional problems and difficulties.
5. Demonstrate knowledge of theories that explain and are used to predict violent behavior.
6. Demonstrate knowledge of the effectiveness of different methods and strategies of intervention.
7. Integrate knowledge and demonstrate competency in the content area of personal conflict and crisis management.
8. Weigh evidence and decide if generalizations or conclusions based on the given data are warranted.
9. Determine the nature and extent of the information needed.
10. Reason by deduction, induction and analogy.

Major Topics to Be Included:
1. Personal conflict and crisis management theory.
2. Identifying and predicting violent behavior.
   a. Theories of violent behavior
   b. Fight and flight response
   c. Use of defusing techniques
   d. Domestic violence
   e. Suicide
   f. Hostage situations
3. Rape intervention.
4. Mental and physical abuse of children.
5. Sexual abuse and sexual disorders.
6. Classification and assessment of mental disorders commonly found in personal conflict and crisis management and domestic disputes.
7. Major psychiatric disorders.
8. Carkuff’s model.
9. Active Listing.
10. Models used in understanding couple and family dynamics.
11. Drug abuse and intervention strategies.
12. Techniques of making an effective referral.
13. Community based resources for the management of crisis.

Effective Date of Course Content Summary: Spring, 2014