



EFFECTIVE: SEPTEMBER 2004
CURRICULUM GUIDELINES

A: Division: **INSTRUCTIONAL** Effective Date: **SEPTEMBER 2004**

B: Department / Program Area: **CRIMINOLOGY**
FACULTY OF HUMANITIES & SOCIAL SCIENCES Revision New Course

If Revision, Section(s) Revised: **C, H, J, M, P, Q**

Date of Previous Revision: **APRIL 1999**

Date of Current Revision: **APRIL 2004**

C: CRIM 2140 **D: INTERVIEWING AND PROFESSIONAL SKILLS** **E: 3**

| Subject & Course No. | Descriptive Title | Semester Credits |
|----------------------|---|------------------|
| F: | Calendar Description: This course focuses on the dynamics of interpersonal communications and professional behaviour present in interviewing situations in the justice system. Professional ethics, confidentiality, stereotypes and values are examined. Attention is giveh | |

aviour and interviewing styles. Opportunities include role-playing, presentations, small group discussion, simulated and actual interviews. Enrollment is for criminology students only.

M: Course Objectives / Learning Outcomes

At the conclusion of the course the successful student will be able to:

1. Identify and describe the important elements of professional behaviour and interpersonal communication present in interviewing situations in the criminal justice system.
2. Explain the importance of developing professional behaviour appropriate for communication and interaction with others in the criminal justice system.
3. Describe how to evaluate perception in terms of self image and perception of others.
4. Define the relationship between values, professional ethics, and career choices in the criminal justice system.
5. Explain the relationship between ethics, decision-making, and ethical dilemmas as a criminal justice professional.
6. Explain the importance of examining stereotyping and its relationship to interviewing in the criminal justice system.
7. Explain the conceptual framework which can be used to evaluate the effectiveness of various interviewing styles.
8. Describe the distinction between constructive and destructive feedback.
9. Describe the barriers to effective interpersonal communication in interviewing situations.
10. Describe and critically analyze, effective listening, constructive feedback and response styles, elements of verbal and nonverbal communication.
11. Describe how to manage conflict and confrontation, and enlist client cooperation in an interview situation.
12. Explain how to structure information in various interviewing situations.
13. Describe the phases of an interview and objectives of each phase.

Course Content Cont'd.

7. The essential aspects of non-verbal communication, including; language, body motions, and the communication setting.
8. Analysis of response skills, including; clarifying, effective inquiring, empathizing, paraphrasing and summarizing.
9. Effective listening styles.

R: Prior Learning Assessment and Recognition: specify whether course is open for PLAR

Under review.

Course Designer(s): Linda Fisher

Education Council / Curriculum Committee Representative

Dean / Director

Registrar