

COURSE NAME: CJS205 Introduction to Management Techniques

Credit Value: 3
Total Course Hours: 42
Prerequisite Course(s): None
Corequisite Course(s): None

COURSE DESCRIPTION

Management skills and functions will be introduced in this module. Topics range from budget preparation to critical incident debriefing. The student will gain an understanding of in-charge management techniques including team participation, leadership motivation, and administrative functions. The student will also be able to demonstrate appropriate techniques for the prevention, intervention, and management of crisis.

PLAR INFORMATION

This course is eligible for Prior Learning Assessment and Recognition. Students are advised to discuss options with their program coordinator.

COURSE LEARNING OUTCOMES

Upon completion of this course, the student will have reliably demonstrated the ability to:

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| <p>1.0 Understand the basic principles of management in corrections.</p> <p>1.1 Define the terms management and organization.</p> <p>1.2 Explain four management activities and their correlation:</p> <p>1.2.1 Planning.</p> <p>1.2.2 Organizing.</p> <p>1.2.3 Leading.</p> <p>1.2.4 Controlling.</p> <p>1.3 Analyze four stages of management conducive to corrections.</p> <p>1.4 Explain the functions of management from the field manager to senior management utilizing the organizational flow chart for both the Ministry of the Solicitor General and Correctional Services and Correctional Services Canada.</p> <p>1.5 Explain the key components of the management cycle.</p> <p>1.6 Apply the management cycle process to a current correctional issue.</p> <p>2.0 Comprehend the dynamics of change in the correctional organization.</p> <p>2.1 Differentiate between internal and external change indicators.</p> <p>2.2 Define intervention and collaborative</p> | <p>change.</p> <p>2.3 Explain the three basic components of the intervention and collaborative change model.</p> <p>2.4 List the qualities of the intervener-consultant.</p> <p>2.5 Explain the three basic elements of intervention.</p> <p>2.6 Identify the relationship between control and intervention.</p> <p>2.7 List and define the three basic style of intervention strategies:</p> <p>2.7.1 Directing.</p> <p>2.7.2 Persuading.</p> <p>2.7.3 Problem solving.</p> <p>2.8 Assume the role of manager and formulate an action plan for both an internal and external change demand.</p> <p>2.9 Compare decision-making strategies with other students and with actual correctional decision making.</p> <p>3.0 Understand the leadership process and apply it to corrections.</p> <p>3.1 Define leadership power and influence.</p> <p>3.2 Describe three leadership approaches.</p> <p>3.3 List the qualities of a good leader.</p> <p>3.4 Explain the difference between a boss and a leader.</p> |
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- 3.5 Assess the leadership process in a para-military organization.
- 3.6 Apply flexibility in leadership practices to case studies and role-playing exercises.
- 4.0 Summarize the common barriers to communications in the workplace and explain their importance.
 - 4.1 Define "contentious issue" and understand the communication flow from field staff to the Minister's office utilizing concrete examples.
 - 4.2 Define the following key terms:
 - 4.2.1 Briefing note.
 - 4.2.2 Information paper.
 - 4.2.3 Institution profile.
 - 4.2.4 Discussion paper.
 - 4.2.5 P & P Office profile.
 - 4.2.6 Contentious issue unit.
 - 4.3 Comprehend communication strategies in dealing with the media.
- 5.0 Understand the process of policy developments in corrections.
 - 5.1 Define policy.
 - 5.2 Differentiate between corporate and operational policy.
 - 5.3 Explain the five stages of the policy development process.
 - 5.4 Write a policy utilizing the five stages of the policy development process.
 - 5.5 Present a written policy and defend your decision to the class.
 - 5.6 Compare a policy statement and direction with other students.
 - 5.7 Identify the strengths and weaknesses of their policy in comparison with actual corrections policy.
- 6.0 Prepare a mini operational budget for a program proposal.
 - 6.1 Define budget and calendarization.
 - 6.2 List the benefits of budgeting.
 - 6.3 Explain the major guidelines in the calendarizing process.
 - 6.4 List and briefly explain the five major budgeting groupings:
 - 6.4.1 Salaries and wages.
 - 6.4.2 Employee benefits.
 - 6.4.3 Transportation and communications.
 - 6.4.4 Services.
 - 6.4.5 Supplies and equipment.
- 6.5 Complete an annual operational budget for a 10-bed open custody facility.
- 7.0 Understand the key elements of the Collective Agreement between management and workers.
 - 7.1 Define the following key terms:
 - 7.1.1 Union.
 - 7.1.2 Management Board of Cabinet.
 - 7.1.3 Working conditions.
 - 7.1.4 Employee benefits.
 - 7.1.5 Salaries.
 - 7.1.6 Civil servant.
 - 7.1.7 Grievances.
 - 7.1.8 Classification system.
 - 7.1.9 Employee equity.
 - 7.1.10 Employee Relations Committee.
 - 7.2 Define the seven stages of the grievance process.
- 8.0 Understand basic crisis management plan and principles.
 - 8.1 Explain the procedures used for a suicidal offender.
 - 8.2 Explain the critical incident debriefing process.
 - 8.3 Differentiate between situational and behavioural suicidal indicators.
 - 8.4 Recognize the procedures to be followed in the event of the death of an offender.
 - 8.5 Briefly explain the steps for a coroner's inquest.
 - 8.6 Recognize the importance of crisis prevention for corrections.
 - 8.7 List seven priorities of crisis management.
 - 8.8 List seven principles of crisis management.
 - 8.9 Identify 10 causes of institutional unrest.
 - 8.10 Identify 10 indicators of institutional unrest.
- 9.0 As a manager make sound decisions in a mock crisis situation.
 - 9.1 Follow direction from a superior.
 - 9.2 Readjust the plan of action.
 - 9.3 Execute plan of action if necessary.
 - 9.4 Assume the role of a supervisor.
 - 9.5 Interpret a given crisis situation.

- 9.6 Formulate a team.
- 9.7 Conduct a crisis briefing.
- 9.8 Devise a plan of action.
- 9.9 Present the plan of action to a supervisor.
- 9.10 Compare plan of action with other managers.
- 9.11 Identify weaknesses in plan of action.

GENERAL EDUCATION

This is not a General Education course.

PROGRAM VOCATIONAL OUTCOMES

This course contributes to the following Ministry of Training, Colleges and Universities approved program vocational learning outcomes (PVLO):

Community And Justice Services

1. work and communicate in a manner consistent with professional ethics and practice, a respect for self, others, and relevant law and legislation.
2. employ all relevant security techniques to ensure the protection of the public, and the security of the staff, and clients in institutional, residential, and community settings.
3. intervene with clients, individually and in groups, in order to address and manage problems and to facilitate constructive behaviour change.
5. assist in the prevention and resolution of conflict, crisis, and emergency situations using methods consistent with legal requirements and organizational policy.
6. establish and maintain constructive relationships with clients, staff, professionals, and the community.
7. participate in program planning, implementation, assessment, and evaluation to meet the needs of clients, staff, and administration within the organizational environment.
8. apply knowledge of social sciences concepts when interacting with clients, staff, professionals, and the public.

ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES

This course contributes to the following Ministry of Training, Colleges and Universities approved essential employability skills (EES) outcomes:

1. Communicate clearly, concisely, and correctly in the written, spoken, and visual form that fulfils the purpose and meets the needs of the audience.
2. Respond to written, spoken, or visual messages in a manner that ensures effective communication
3. Execute mathematical operations accurately
4. Apply a systematic approach to solve problems
5. Use a variety of thinking skills to anticipate and solve problems
6. Locate, select, organize, and document information using appropriate technology and information systems.
7. Analyse, evaluate, and apply relevant information from a variety of sources.
8. Show respect for the diverse opinions, values, belief systems, and contributions of others
9. Interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals.

10. Manage the use of time and other resources to complete projects.
11. Take responsibility for one's own actions, decisions, and consequences.

EXTERNAL COURSE ACCREDITATIONS AND CONDITIONS

COURSE EVALUATION

Test # 1 -20%

Test # 2-20 %

Class Program Proposal- 60% of final grade to be assessed as follows in the last days of second 7 week cycle

Research= 20%

Written Program Proposal= 20%

Oral presentation = 20%

PROGRAM SPECIFIC GRADING

50% pass requirement

GRADING SYSTEM

A+:	90-100%	B+:	77-79%	C+:	65-69%	D:	50-54%	S - Satisfactory
A:	85-89%	B:	73-76%	C:	60-64%	F:	0-49%	I - Incomplete
A-:	80-84%	B-:	70-72%	D+:	55-59%			F - Repeat course

*For a complete detailed description please refer to the College website.

LEARNING RESOURCES

Required: Provincial and federal criminal justice research, policies and procedures.

Recommended:

Resources listed on the course outline support the achievement of learning outcomes, and may be used throughout the course to varying degrees depending on the instructor's teaching methodology and the nature of the resource.

LEARNING ACTIVITIES

Lecture, group work, research, community involvement, interviewing, writing , presenting & media

DELIVERY MODE

1x 3 hours in class

ACADEMIC POLICIES

- Academic Integrity
- Academic Appeal
- Academic Attendance
- Grading and Assessment

For academic policies please see: <http://www.canadorecollege.ca/about-us/corporate-policy-manual>.

COLLEGE POLICIES

- Protecting human rights in support of a respectful college community

For college policies please see: <http://www.canadorecollege.ca/about-us/college-policies>.

STUDENT SUCCESS SERVICES

YOUR SUCCESS MATTERS!

We offer comprehensive, student-focused services designed to help you succeed. Canadore is committed to Student Success and offers CONFIDENTIAL services to help you in your studies. We offer:

- Study skills workshops
- Peer tutoring
- Career guidance
- Mental health and wellness tips and strategies
- Resource centre
- Assistive devices

The ultimate goal of Student Success Services is to support students so they can achieve success academically, in their career aspirations, and in their personal lives. Please don't hesitate to drop by C262 or to book an appointment please call 1-705-474-7600 ext. 5205.

FIRST PEOPLES' CENTRE:

We offer a culturally safe environment where our student focused services provide you with the following CONFIDENTIAL services:

- One on one counselling
- Elder in residence
- Peer tutoring
- Peer mentorship
- Lunch & learn workshops on study skills, self-care, life skills
- Resource Centre

Drop by our offices at C254 College Drive, E101 Commerce Court or call 705 474 7600 Ext. 5961 College Drive / 5647 Commerce Court.

WAIVER OF RESPONSIBILITY

Every attempt is made to ensure the accuracy of this information as of the date of publication. The college reserves the right to modify, change, add, or delete content.

HISTORICAL COURSE OUTLINES

Students use course outlines to support their learning. Students are responsible for retaining course outlines for future use in applications for transfer of credit to other educational institutions.