MS in Criminal Justice
Track 8: Conflict & Crisis Management
(Offered through the Graduate School of Humanities and Social Sciences)

This track will provide specialization training in law enforcement conflict and crisis management, emphasizing nonviolent, negotiation-oriented approaches to both individual and organizational responses to hostage/barricade and other crisis situations. The track will provide knowledge and skills to those who work in law enforcement and criminal justice agencies, and related organizations.

Specialty Track (15 credits):

CJI 6810/6620 Violence Prevention (3 Credits) (replaced 6910)
This course examines various theories of human aggression and violence, exploring their underlying assumptions about human nature and the causes of violence. Also included is an introduction to a range of violence intervention and prevention approaches developed for use at the interpersonal, intergroup, and societal level.

CJI 6820/6610 Human Factors (3 Credits) (replaced 6920)
This course presents communication theories relevant to conflict resolution as well as theories about understanding, analyzing, and managing conflict. The course focuses on the human and emotional aspects of conflict, and includes the influence of gender and culture. This course is pragmatic as well as theoretical, and presents communication and conflict resolution models in a practice-based approach.

CJI 6830 Conflict & Crisis Negotiation (3 Credits) (replaced 6930)
This course will provide an overview of law enforcement crisis negotiation and its application to crisis situations, such as domestic violence encounters on an individual level and hostage/barricade encounters on an organizational level. Lecture, expert demonstration, and interactive negotiation with role play will provide an experiential learning environment for understanding and applying active listening skills, empathy, rapport, influence, and behavioral change concepts to conflict and crisis situations.

CJI 6840 Conflict and Crisis Management Theory and Practice (3 Credits) (replaced 6940)
This course is an overview of the theories of conflict and crisis management and the intervention models and protocols used. Conflict and crisis management will be explored among and between individuals and groups, organizations, communities, and governments around the globe. Topics will include the management of violent conflicts, such as kidnapping, hostage-barricade and terrorist acts, homeland security, and the response to natural disasters. There will be interactive exercises as well as a case study approach used.

CJI 6850 Critical Incidents: Response, Management, and Resolution (3 Credits) (replaced 6950)
This course will provide an in-depth analysis and understanding of inter-group and intra-group dynamics associated with the organizational response to critical incidents such as hostage/barricade management, terrorism, kidnapping, natural and other disasters, and tactical
operations, which comprises the negotiations team, the tactical team, and the on-scene commander, as well as coordination of efforts with government, organizations, and the community. Topics include: inter-group and intra-group conflict intervention and communication strategies, negotiation, tactical, and command protocols, hostage/barricade resolution continuum options, and case studies.