**Assessment 1: Case Study Part 3**

**Instructions**

Read the **Case Study Part 3** below and answer the **eight (8)** questions.

**Case Study Part 3**

You are working as a corrective services officer at the ‘Locks Prison’. A new corrective services officer has asked you for some advice so that she can properly prepare for her Supervisor's Evaluation session after a conflict incident with an inmate yesterday.

It was a serious incident that was very upsetting for her. She wants to prepare properly and familiarise herself with relevant polices relating to a formal Supervisor Evaluation.

The new corrective services officer has sent you the following email.

*Dear Officer*

*I am writing because I need some help.*

*As you know, I had my first conflict incident with an inmate yesterday. It was pretty full-on. I walked into the cell and Sarah had self-harmed, there was blood everywhere and she was white as a ghost. I thought she was going to die. I called for help straight away, but I am feeling so upset about what happened and worried about her. My sister died only two years ago from self-harm. This incident has brought back all this sadness about her. I miss her so much. I am feeling traumatised by the whole thing and not sure what I can do.*

*I am worried and want to make sure I follow the correct procedures for the incident report. It is hard having such a big thing happen when I have only been on the job for a less than a week.*

*Thanks for talking to me yesterday and agreeing to help me with me these questions.*

1. What is the correct process for preparing an Incident Report? *(40-60 words)*

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2. List **five (5)** examples of the sort of information that must be included in the report. *(40-60 words)*

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3. Identify **two (2)** communication techniques have you used during conflict negotiation incidents and explain why they are effective. *(40-60 words)*

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4. Identify **two (2)** methods you could use to de-escalate a situation and explain why they are effective. *(40-60 words)*

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5. Identify **one (1)** organisational policy and **one (1)** legal requirement you must follow when dealing with a conflict situation.

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6. Identify **one (1)** stress management technique and explain how it can help to manage or reduce stress levels. *(40-60 words)*

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7. Identify **one (1)** stress management technique and explain why you find it to be effective in reducing your own stress levels. *(40-60 words)*

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8. What is ‘debriefing’? *(40-60 words)*

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