**University of Houston – Victoria**

**CED 6300 – Conflict Resolution**

**Fall 2008**

**WEBCT – On Line Class**

Instructor: Mary G. Mayorga, Ph.D., LPC-S, NCC, CCDS, CART

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**Office Hours: Monday: by appointment**

**Tuesday, Wednesday, Thursday: 3:30 – 5:00 p.m. Victoria Campus**

**Course Description:**

This course is an introductory course for learning effective strategies, skills and techniques to resolving conflict. It is a course that will be beneficial for human service professionals which includes counselors who work in a school or community setting and whose client population includes children, adolescents and families. The course will focus on the techniques and models for conflict resolution, mediation and creative problem-solving in various conflict areas, including the family, the school, and the workplace. Techniques for effective communication, brainstorming and cooperative group decision-making will be explored. Communicating across cultures and bias awareness issues will be explored within the content areas. Class format will include discussion groups, reading, writing and individual projects. It is expected that students will engage in critical thinking and engage in class activities, complete the reading and writing assignments and integrate and implement their learning.

**Course Objectives:**

1. Understand the basic dynamics of conflict
2. Understand how strong emotions, values, and beliefs underlie and influence the course of conflict
3. Understand the most significant interventions used to manage conflict
4. Understand the benefits and costs of conflict and conflict resolution
5. Recognize his or her preferred style of conflict management and develop an understanding and appreciation of the conflict management styles of others

**Required Text:**

Barsky, A. E. (2007). *Conflict resolution for the helping profession (2nd Ed.)*. Thomson

Brooks/Cole.

Supplemental Reading Material: will be provided by Instructor. There will be one supplemental reading for the week of September 22nd and one supplemental reading for the week of November 17. These readings will be posted on WebCT.

**Course Requirements**:

1. Attendance and active participation are a necessary and vital part of this course. Active participation includes doing the assigned readings and logging onto WebCT to do the assigned activities. Absence from active participation will result in points being deducted from your final grade and/or being dropped from the class.
2. Students will be required to write an informal paper (1-2 pages) of what he/she believes is conflict (ie: do you consider conflict good or bad? How did you observe the resolution of conflict in your family of origin, ect.) and how he or she has up to this point in his or her life managed and resolved conflict. **A drop box will be provided on WebCt for submission of assignment.**

**Due Date: Week of September 1st.**

1. Students will be required to develop a conflict resolution program that can be implemented in a school (counseling) setting or community (counseling) setting. The program should be one that can be used to teach students or employees the basics steps necessary to understand what conflict is, how conflict can be resolved in a non violent manner and what are the necessary strategies and skills needed to help resolve the conflict in an effect manner. The program may be a educational program, or having interactive activities that participants can do. The program may target whatever population you choose. This can range from children, adolescents, adults in different settings such as a school setting, a juvenile detention center, a domestic violence program, ect. The choice is yours. Students will research existing conflict resolution programs or research existing conflict resolution curricula to get an understanding of what a conflict resolution program entails. Some programs are set up as educational programs that are done as workshops at a community setting or can be done over a period of several weeks in a school setting. The option of choosing how to set up the program is up to the student. One example of a conflict resolution program would be a conflict resolution mediation program that school systems use to resolve conflict among students. Another example would be setting up a conflict resolution in a batter’s program to help them understand the dynamics of conflict resolution. Use the internet for your research. You may research Amazon.com for current conflict resolution curricula that are available. You are not required to buy any books for this project but having these resources for future use would be suggested. Look at this project as an opportunity to “think out of the box” and create a program that you might want to implement in your own community or school setting in the future. An example of how the curriculum for implementing this program could be set up is as follows:
2. Introduction: Defining Conflict
3. Conflict: Good or Bad?
4. Benefits of Conflict Resolution Skills
5. Learning to Compromise
6. Developing a Win-Win Situation
7. Implementing Conflict Resolution Strategies in a School or Community Setting
8. Conclusion

These are suggestions and you are free to use them, twick them or change them.

**A drop box will be provided on WebCt for submission of assignment. Due Date: Week of December 1st.**

1. Students will be required to research and prepare a paper (5-7 pages plus cover sheet and reference page) about some aspect of conflict. You may choose your own topic of interest about conflict that may include conflict between: families, businesses, interpersonal relationships, government entities, ect… Please use several references, either from journals or magazines or internet articles to develop your paper. You will need to have at least 5 references for your reference page. You are to use APA format. If you are not familiar with APA format please buy an APA manual for your personal use and familiarize yourself with the proper APA style of writing. The UHV library in Sugar Land and in Victoria has available resources for helping you in this area. Please avail yourself of these resources so that your paper will be of a caliber that demonstrates graduate writing. You may google APA style writing on the internet and you will find many examples of APA style writing for a research paper. **A drop box will be provided on WebCt for submission of assignment. Due Date: Week of November 17th.**
2. Students will be assigned to a group for weekly group discussions that will occur on a designated day of the week. Each group of students will be required to answer and discussion the question posted on a designate week beginning on **the first week in September and ending on the first week in December.** **Not every week will have a question to answer. Check the WebCt assignment box for the dates.** The question will be related to the readings from the text book on conflict and conflict resolution. **The day for the group discussion will be every Wednesday and the list of questions will be posted on Web CT. All students are to adhere to confidentiality. Please refrain from using names and any identifying information on these discussions if discussing anyone else other than yourself.**
3. Students will be required to review 2 websites that pertain to conflict resolution (ie: mediation services, conflict resolution training, information about conflict resolution, ect) and write a short summary about the sites. Please use the following guidelines for the summary:
4. **What organization or persons are represented in the website?**
5. **who does the site represent**
6. **what are the services offered by the site**
7. **does the site only work with a certain population or problem**
8. **would** **you as a counselor use the site and would you refer** **a** **client to the site**

**A list of websites will be provided for the student and will be located on WebCT or the student will have the opportunity to do their own research in looking for a conflict resolution website. If you choose to look for your won conflict resolution website please provide the web address so that I may review the site. A drop box will be provided on WebCt for submission of assignment**

1. Students will be required to take a midterm and a final exam. The tests will be multiple choice questions. Each test will consist of 50 questions. **The midterm and final exam will be accessed through WebCt.**

**Midterm will be October 15th. The final will be December 8th.**

1. **EXTRA ASSIGNMENT (Substitution): This assignment can be used to substitute for the research paper. You may interview a person who works as a Conflict Resolution Mediator or works in the field of Conflict Resolution. Normally these types of persons are lawyers who work for the court system or lay people who have taken a course in Conflict Resolution and are certified in the field. If you choose to do this please use the following guidelines in your interview:**
2. **Demographics: name, age, gender**
3. **Their primary field of work**
4. **Reasons for entering the field of conflict resolution**
5. **Who is their primary population that they serve?**
6. **How, when, and where did they get certification in Conflict Resolution**
7. **Is this the only work they do? How often do they do conflict resolution?**
8. **What words of “wisdom” would they impart to you at this point?**

**This assignment will be worth the same amount as your research paper would be worth. A drop box will be provided for the submission of this assignment for anyone who chooses to do this assignment rather than the research paper.**

**DUE DATES: Students will have all that week that assignments are due to turn them in. Drop boxes will be kept open for one week for that assignment and than will close. The only specific dates will be for the midterm and final. If you are unable to turn in the assignment during the week that the assignment is due you will need to contact me.**

**Announcement Section on WebCT:**

**This professor uses the announcement section on WebCT to notify students of upcoming situations or changes in the course content. Please make sure that you check the announcement section weekly for any announcements that may be posted.**

**Grading:**

Informal Paper on belief about conflict 25 points

Major Project: Conflict Resolution Program 75 points

Research Paper or Interview 50 points

Weekly Discussion Question:

7 questions x 5 points each 35 points

Critique of 2 websites: 10 points each 20 points

Midterm 50 points

Final 50 points

Total Points 305 points

A: 305 - 285

B: 284 - 264

C: 263 - 243

243 and under: Fail

**On Line Technical Support**: For technical support and all issues related to WebCT, students may contact Emily Karneck at [karnecke@uhv.edu](mailto:karnecke@uhv.edu).

**Academic Support**: A variety of academic support services are provided by the University’s Academic Center. There web site is: <http://www.vic.uh.edu/ac/index.htm> . An on line tutoring and editing service for written work is offered, but the ultimate responsibility for a student’s written work, including adherence to APA style, rests solely with the student. The web site is: <http://www.vic.uh.edu/ac/tutoring/online.html>.

**Academic Honesty:**

Students are expected to read, understand, and abide by the University’s policy on Academic Dishonesty. The policy is published in the UHV Student Handbook (in hardcopy or at

<http://www.uhv.edu/handbook/>).

**Plagiarism:** Any student who represents the written work of another person as his or her own for an assignment will receive a grade of zero (0) for said assignment and may face disciplinary action through the University

**Attendance:** Students are expected to logon to WebCT in a timely fashion weekly to do assignments and to submit assignments. Life circumstances may preclude student’s attendance on WebCT. This professor is easily available through WebCT or through the University email. If unable to complete assignments or unable to continue in the class please let this professor know by contacting her through WebCT email or through [mayorgam@uhv.edu](mailto:mayorgam@uhv.edu).

Incompletes: Students are encouraged to complete the course within the time frame of the semester, but life circumstances sometimes prevent students from completing the course. Should that arise please let this professor know as soon as possible so that we can discuss options.

**Accommodations:** Students requiring personalized arrangements for test taking or other accessibility concerns should contact the Office of Student Accessibility and notify the professor.

**Course changes**: This professor reserves the right to modify assignment structure, rearrange topic discussion, and to make as needed changes to the course. Students will be notified in advance of said changes.

**Conflict Resolution**

**CED 6300**

**Class Schedule**

**Fall 2008**

**First Week:**

**The Week of August 25th:**

**Review of Syllabus**

**Barsky’s: Conflict Resolution for the Helping Profession**

**Read: Chapter 1: Introduction**

**Second Week:**

**The Week of September 1st:**

**Barsky’s: Conflict Resolution for the Helping Profession**

**Read: Chapter 2: The Reflective CR Practitioner**

**Group Discussion: Wednesday September 3rd: Question 1**

**Due: Informal Paper on Conflict Resolution**

**Third Week:**

**The Week of September 8th.**

**Barsky’s Conflict Resolution for the Helping Profession**

**Read Chapter 3: Negotiation**

**Group Discussion: Wednesday September 10th: Question 2**

**Fourth Week:**

**The Week of September 15th.**

**Barsky’s Conflict Resolution for the Helping Profession**

**Read Chapter 4: Mediation**

**Group Discussion: Wednesday September 17th: Question 3**

**Fifth Week:**

**The Week of September 22nd.**

**Supplemental Reading: Located on WebCT**

**Sixth Week:**

**The Week of September 29th.**

**Barsky’s Conflict Resolution for the Helping Profession**

**Read Chapter 5: Group Facilitation**

**Group Discussion: Wednesday September 31st: Question 4**

**Seventh Week:**

**The Week of October 6th.**

**No Group Discussion Question**

**Study Day for Midterm**

**Eighth Week:**

**The Week of October 13th.**

**Midterm: Wednesday October 15th: Time allotted for midterm exam will be 3 hours. The exam will be open from Wednesday at 12:01 a.m. to Wednesday 11:59 p.m.**

**Ninth Week:**

**The Week of October 20th.**

**Barsky’s Conflict Resolution for the Helping Profession**

**Read Chapter 6: Advocacy**

**Group Discussion: Wednesday October 23rd: Question 5**

**Tenth Week:**

**The Week of October 27th.**

**Barsky’s Conflict Resolution for the Helping Profession**

**Read Chapter 7: Additional Third-Party Interventions**

**Group Discussion: Wednesday October 29th: Question 6**

**Eleventh Week:**

**The Week of November 3rd:**

**Barsky’s Conflict Resolution for the Helping Profession**

**Read Chapter 8: Conclusion**

**Group Discussion: Wednesday November 5th: Question 8**

**Twelveth Week:**

**The Week of November 10th: Library Day. Please use this time to finish up your research paper.**

**Thirteenth Week:**

**The Week of November 17th:**

**Supplemental Reading**

**DUE: Research Paper or Interview Assignment**

**Fourteenth Week:**

**The Week of November 24th: Please use this time to finish up your Conflict Resolution Project**

**Fifteenth Week:**

**The Week of December 1st:**

**DUE: Conflict Resolution Project**

**Study for Final Exam**

**Sixteenth Week:**

**Final Exam**

**December 8th**