

Course Information*	91-869, Conflict Resolution: Theory and Practice
Instructor	Lola Mason lola@cmu.edu
Description*	<p>Conflict Resolution is NEVER a set of techniques. The goal of this course is to grow in your understanding of conflict and your skill in dealing with it. We have all been touched by conflict in some way; our past experiences become the basis for the many personal ways in which we think and feel about conflict. Our approach to conflict, in turn, determines our behaviors and responses in conflict situations. My goal is to challenge the way you currently think about conflict and to provide you with <i>experiences</i> that will increase your self awareness and confidence when you face conflict. In addition, you will have the opportunity to identify and practice constructive conflict behaviors.</p>
REQUIRED Course Materials	<p>1) <u>Difficult Conversations: How to Discuss What Matters Most</u>, any version, by Douglas Stone, Bruce Patton, Sheila Heen, Roger Fisher, Penguin (approx \$12.00). Available through Amazon.</p> <p>2) Two assessments (advanced Step II MBTI and Conflict Dynamics Profile) You will purchase these online for a total cost of \$66.00. Detailed instructions will be provided.</p>
Course Structure	<p>This course will be delivered online through Canvas with 1 live session in the classroom. Distance students will access the live session via their PCs.</p> <p>QUESTIONS In online courses it is normal to have many questions about things that relate to the course, such as clarification about assignments, course materials, or assessments. Please post these in the QUESTION FORUM which you can access by clicking the DISCUSSIONS button in the course navigation links. This is an open forum and you are encouraged to give answers and help each other. For each clear and comprehensive answer you give, you can receive 1 extra credit point for the course (up to 5 points maximum). You can also email me at lola@cmu.edu.</p> <p>DISCUSSION FORUMS Discussion Forums are a way for you to engage with and learn from each other about the course content. Each class will have a question or experiential exercise that links to a forum. You can also access each forum by clicking on the DISCUSSIONS button in the course navigation links. In order to get full credit for each discussion, you will need to post a thoughtful, well-written response to the question and respond/comment to one of your classmates' answers.</p> <p>VIRTUAL OFFICE HOURS Group and individual sessions depending on your needs. You can email me at lola@cmu.edu with any questions or to set up a phone conversation.</p>
Evaluation* Method	<p>Participation is important to your success in this class. In distance education courses you are required to participate just as if you were in a face -to-face course. This means that in order to get full credit for participation, you will have to complete your discussion assignments, lesson assignments and quizzes on a timely basis. You are expected to take responsibility for keeping up with all readings and for applying the ideas thoughtfully.</p>

Grading is based on the following:

a) **Weekly DEJ:** Each week you will submit a short summary (DEJ double-entry journal) reflecting on 2 or 3 pertinent concepts from each chapter or reading assignment summarizing the essence of the idea/concept, give your reactions and discuss how you can apply the ideas in your own life.

* DEJs (double entry journal) are 2 column reflections. The first column summarizes a concept in your reading that has particular value to you. In the adjacent column you write a **REFLECTION**. A reflection requires introspection. It is revisiting a past experience to better understand your thoughts/behaviors in order to grow/learn from it to build a better future. **An example of a DEJ is posted in Course Docs.**

b) **Weekly practice summaries:** In addition, each week you will be expected to complete an **experiential exercise** (this is the practicing piece of conflict/difficult conversations) and share your experience and reactions to the exercise with classmates on discussion board. c) **Quizzes:** 1 very short quiz on the reading material (1-6) and video lectures.

d) **Final Paper: A Confidential Self Assessment/Feedback & Reflection Paper:** This final paper option #1 (approx. 3 pages) will provide you with an opportunity to reflect on the ways in which the assessments, readings and exercises have affected you personally and professionally. You will interview a minimum of 3 people for feedback based on results of your Conflict Dynamics Profile and your MBTI personality. Utilizing the feedback and major insights you've gained over the course, your final paper (approximately 3 pages), will be a self-analysis addressing at least 2 strengths that you can leverage and action steps to mitigate at least 1 weakness that you've identified (Personal Development Plan). More detail will be provided.

(*option 2) Instead of a confidential paper, you can answer the 4 Final Project Questions posted in Discussion Bd. This option covers the same questions and interviews included in Final Paper. The only difference is that you will be posting your answers online for others to see. You can view others responses **AFTER** you post your own insights.

GRADING: This class involves interacting with your classmates online to share and learn from each other as well as experiential exercises. Improving your ability to more effectively deal with conflict is a personal journey which cannot be done by reading alone. **EVERY** activity (DEJs, discussion board, videos, etc provides an opportunity to earn points

Students who are more than 2 weeks **BEHIND** in discussions is not **PARTICIPATING**, please note that your final grade will be impacted.

You will be evaluated on the following basis:

PARTICIPATION (includes readings (DEJs), online discussions and videos lectures all of which include earning points.

Video quizzes/discussion bd/DEJs	75%
1 quiz	5%
Final Final Project	20%

- For your FINAL PROJECT, you have the option of writing a paper (see 'd' above) OR providing the SAME information (20 points) on **Discussion Board**.

FINAL GRADE is based on total number of points accumulated (approx.

<p>Learning Objective</p>	<p>170-175. This is not absolute because I give bonus pts AND at times, I may decide to eliminate an assignment. Also, DISCUSSION BD requires participation. If more than 2 weeks behind, your final grade will be impacted.</p> <p>Below is only a guide. 168-175 A+, 160-167 A, 154-159 A-, 148-153 B+.</p> <p>Be able to discuss and compare the key theories of conflict</p> <p>Be able to describe and discuss your own and others' conflict styles</p> <p>Be able to identify the sources and dynamics of conflict in dyads and in groups</p> <p>Be able to describe and discuss how differences in personalities, gender roles, generational differences and cultural expectations can contribute to conflict.</p> <p>Develop awareness of factors that contribute to intercultural conflict.</p> <p>Be able to discuss how emotions and intellect interact in conflict situations.</p> <p>Be able to demonstrate new skills for resolving personal and professional conflict</p>
<p>Course Policies & Expectations *</p>	<p>This class is all about increasing self-awareness and improving your ability to deal with conflict. Thus, students are encouraged to share their experience, be respectful and supportive of one another and maintain confidentiality.</p> <p>Students are encouraged to contact instructor with their questions/concerns, and I also encourage feedback and suggestions for improving your learning experience.</p>
<p>MOST IMPORTANT!</p>	<p><i>Take care of yourself.</i> Do your best to maintain a healthy lifestyle this semester by eating well, exercising, avoiding drugs and alcohol, getting enough sleep and taking some time to relax. This will help you achieve your goals and cope with stress.</p> <p><i>All of us benefit from support during times of struggle. You are not alone. There are many helpful resources available on campus and an important part of the college experience is learning how to ask for help. Asking for support sooner rather than later is often helpful.</i></p> <p><i>If you or anyone you know experiences any academic stress, difficult life events, or feelings like anxiety or depression, we strongly encourage you to seek support. Counseling and Psychological Services (CaPS) is here to help: call 412-268-2922 and visit their website at http://www.cmu.edu/counseling/. Consider reaching out to a friend, faculty or family member you trust for help getting connected to the support that can help. If you or someone you know is feeling suicidal or in danger of self-harm, call someone immediately, day or night:</i></p>

	<p><i>CaPS: 412-268-2922</i></p> <p><i>Re:solve Crisis Network: 888-796-8226</i></p> <p><i>If the situation is life threatening, call the police:</i></p> <p><i>On campus: CMU Police: 412-268-2323</i> <i>Off campus: 911</i></p>
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