

## COLLABORATIVE CONFLICT RESOLUTION

ADRN 6201

### Course Outline

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**Description:** This course introduces collaborative approaches to resolving conflict as well as interest-based problem-solving. It operates as a stand-alone course for anyone seeking to enhance their skills in conflict management. It is also a pre-requisite for most other courses in the Conflict Management certificate program including Negotiation Skills and Processes, Mediation Skills and Processes and Non-Neutral Skills and Processes.

**Course Goals:** To provide participants with the concepts and skills to effectively manage conflict, either as a stand-alone course or to lay the foundation for learning Negotiation, Mediation and Non-Neutral Mediation skills and processes.

**Course Objectives:** At the completion of this course, students will be able to:

- Appreciate the advantages of collaborative conflict resolution compared to rights based and power based approaches
- Analyze their current conflict handling habits, recognize the five conflict handling modes and choose the mode to fit the situation, using the Thomas Kilmann Conflict Handling Mode Instrument. This includes understanding that Collaboration is not appropriate in every situation.
- Improve results and relationships by applying an interest-based approach to conflict, including articulating their own interests and drawing out others' interests through questioning skills.
- Appreciate the importance of satisfying others' procedural and psychological interests to achieve engagement in discussions and acceptance of outcomes
- Use the Circle of Conflict analysis tool to minimize frustration and wasted effort so that they can focus their time, attention and the discussion on segments of the Circle that yield results
- Draw out the best in others in conflict situations:
  - by learning to shift their own perspectives on the conflict or the other person so as to enhance their non-verbal-communication
  - by listening actively, so as to cool others' emotion and enhance others' receptiveness to their point of view
  - by using assertiveness skills so as to create a positive or neutral response to their input
- Apply the skills and concepts learned in this course to a conflict in their own life

### Attendance Requirements:

Students are required to attend 100% of class time in order to receive a completion for this course. A grade report can be printed from myWCS.

### Code of Student Conduct

The purpose of the Code of Student Conduct is to define the general standard of conduct expected of students registered at Western University, provide examples of behaviour that constitutes a breach of this standard of conduct, provide examples of sanctions that may be

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imposed, and set out the disciplinary procedures that the University will follow. For the complete Code of Student Conduct: <http://www.uwo.ca/univsec/pdf/board/code.pdf>.

## **Course Schedule:**

### Day One Topics

Circle of Conflict  
Thomas Kilmann Conflict Handling Modes  
Shifting from Positions to Interests  
Communication Skills to Draw the Best from the Other Person  
Listening Skills  
'From No to Yes' video

### Day Two Topics

Non-verbal communication and perspective shifts  
Questioning Skills  
Assertiveness Skills  
Individual Analysis of own conflict situation  
Power Rights and Interests  
Practice negotiation in small groups of individual conflict situations

## **Evaluation Method:**

As part of the course/instructor evaluation, a survey will be sent to you electronically by Continuing Studies. You will be asked the following questions. Please consider these throughout the course.

1. How would you rate your overall experience?
2. Please indicate your agreement with the following statements:
  - a. The course content was relevant and valuable.
  - b. The instructor conducted class sessions in an organized, well-planned manner.
  - c. The instructor explained concepts clearly.
  - d. The instructor displayed enthusiasm and energy in conducting class sessions.
  - e. The instructor made me feel comfortable in the learning environment.
  - f. The instructor encouraged my participation and interaction.