

Conflict Management Foundations ADRN 6220

Course Outline

Description:

This interactive course operates as a stand-alone conflict management skill-building course and also is the pre-requisite for two other courses, Resolving Conflict at Work and Mediation. In this course, students complete readings and watch videos in preparation for weekly Zoom sessions where the concepts are discussed and applied. The final session is a practice session in a small group with a coach.

Course Goals:

The overall goal of this course is to give students greater comfort and confidence in conflict situations and to provide them with skills and approaches to de-escalate conflict and get to outcomes that meet their needs.

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

- Reflect on the positive outcomes that can come from conflict
- Recognize the five conflict handling modes, understand their conflict handling preferences and be able to choose the right mode for the situation
- Distinguish between positions and interests and appreciate the benefits of shifting from positions to interests
- Understand the source of seemingly illogical resistance and consider how to deal with it
- Use an interest-based lens to analyze fictional and real-life situations
- Avoid the risk of escalation, reduce stress and increase the likelihood of resolution of conflict by changing their perspective on the conflict and the focus of conflict discussions
- Understand the importance of dignity and the impact of dignity violations
- Consider how attributions add to conflict and how to address them
- Use the acronym SCARF to appreciate psychological needs
- Using active listening and empathy, calm down an upset person and increase their receptiveness to others' points of view
- Appreciate the impact of thoughts and feelings on non-verbal communication and the corresponding value of shifting perspectives to improve non-verbal communication
- Be introduced to independent standards and alternatives to a negotiated agreement and understand their application to negotiation
- Ask questions without causing defensiveness
- Using findings from neuroscience, structure conversations for constructive outcomes
- Apply the concepts from the course to a fictional or real-life situation in a practice session

Text:

TBA

Evaluation: This is a graded course where a complete or incomplete will be issued. In order to receive a completion for this course, a student must:

- **Attend three out of five** Zooms sessions in Weeks 1-5.

This course outline is a sample only and is subject to change.

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- **Attend a final practice session at a time selected from several time slots offered**, one of which will be the regular course time. The final session is mandatory.
- Achieve **at least 70% in four out of five quizzes**
- Complete **four out of five assignments**
- Post a **minimum of 12 answers and replies (any combination of these) to Forums** distributed over at least four weeks.

Policy on Cheating and Academic Misconduct:

Academic honesty is a cornerstone of conduct at Western University. We cannot have freedom of expression without integrity. Students are responsible for understanding the nature of and avoiding the occurrence of plagiarism and other academic offences; please refer to the section on “Scholastic Offences” in the current University Academic Calendar, or on the web at <http://www.westerncalendar.uwo.ca>. Such offences include plagiarism, cheating on an examination, submitting false or fraudulent assignments or credentials, impersonating a candidate, or submitting for credit in any course any academic work for which credit has previously been obtained or is being sought in another course in this University or elsewhere (without the knowledge and approval of the instructor to whom the work is submitted). Students enrolled in non-degree courses are expected to abide by the University’s code of conduct.

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 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>.

Plagiarism:

All required papers may be subject to submission for textual similarity review to the commercial plagiarism detection software under license to the University for the detection of plagiarism. All papers submitted will be included as source documents in the reference database for the purpose of detecting plagiarism of papers subsequently submitted to the system. Use of the service is subject to the licensing agreement, currently between Western University and Turnitin.com (<http://www.turnitin.com>).

How often will the instructor communicate with me?

The instructor will respond to individual emails within two business days. Questions that have general application should be posted to the General Questions and Comments Forum so that all students can receive the same information.

Policy on Late Assignments:

The suggested submission date for assignments is Sunday evening of each week of the course. However, any assignment may be submitted up to Sunday of the last week of the course. Upon request, this due date may be extended by one day.

How do I hand in assignments?

All assignments will be submitted electronically through OWL using the assignment tool. Failure to meet deadlines without the instructor’s written permission will be subject to the late assignment policy. It is the student’s responsibility to ensure that all assignments forwarded to the instructor arrive before the due date. If you experience difficulty in submitting assignments through OWL, you are responsible for contacting the instructor.

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When will I receive my grades?

Final grades will be available 2 weeks after the last scheduled day of the course. A grade report can be printed from myWCS.

Course Schedule:

This course runs for six consecutive weeks.

Week 1: The Upside of Conflict and Conflict Handling Modes.

Week 2: Shifting from Positions to Interests and Understanding Seemingly Illogical Resistance.

Week 3: Dignity, Dignity Violations and the Circle of Conflict.

Week 4: The People Side of Conflict

Week 5: Structuring the Discussion and Asking Questions

Week 6: Putting It All Together