

COURSE OUTLINE

HEED-155

Introduction to Conflict Resolution

3 Semester Hours

HOWARD COMMUNITY COLLEGE

Description

The purpose of “Introduction to Conflict Resolution: Science and Art” is to introduce students to both different perspectives on conflict and different strategies for resolving conflict. Conflict will be explored in different contexts, including intergroup conflict, cross-cultural conflict, and international conflict, with an emphasis on interpersonal conflict. Most importantly, students will be asked to reflect on their own style of conflict resolution and the pertinence of the material covered to conflict resolution in their own lives. Course content will include experiential learning and role play. (3 hours weekly)

A liberal education prepares students to lead ethical, productive, and creative lives and to understand how the pursuit of lifelong learning and critical thinking fosters good citizenship. General education courses form the core of a liberal education within the higher education curriculum and provide a coherent intellectual experience for all students by introducing the fundamental concepts and methods of inquiry in the areas of mathematics, the physical and natural sciences, the social sciences, the arts and the humanities, and composition. This course is part of the general education core experience at Howard Community College.

Overall Objectives

Upon completion of this course, the student will be able to:

1. Define conflict from different perspectives.
2. Characterize two major approaches to conflict resolution: competition and collaboration.
3. Discuss the connection between conflict and justice.
4. Explain the relevance of motivation theory to conflict resolution.
5. Describe the spectrum of intervention choices (with an emphasis on negotiation, mediation and consensus building).
6. At an introductory level, name and apply basic steps in interest-based problem solving.
7. Explain the contributions of narrative approaches to problem solving.
8. Explain the role of communication in conflict resolution.
9. Explain and demonstrate the role of language, metaphor and reframing in conflict resolution.
10. Discuss the connection between culture and conflict resolution.

11. Discuss the impact of power in conflict resolution.
12. Demonstrate techniques in handling emotions in conflict resolution.
13. Articulate, at an introductory level, an ethical framework for conflict resolution.

Major Topics

1. Definitions of Conflict: Underlying Assumptions
2. Competition and Collaboration
3. Conflict and Justice
4. Needs Analysis
5. Conflict Resolution: Intervention Processes
6. The Role of Communication
7. The Heart of the Process: Reframing (and the Appeal of Story)
8. The Impact of Culture
9. What About Power?
10. Conflict Resolution and Emotional Intelligence
11. Towards a Philosophy of Resolution: Ethical Considerations

Course Requirements

Grading/Exams: Individual faculty will determine grading procedures to include, but not limited to, attendance, participation, and a personal learning journal. Including a personal critique of a videotaped role play is encouraged. Individual faculty will determine testing procedures to be used which may include in-class exams, take-home exams, and quizzes.

Writing: Individual faculty will determine specific writing assignments. Options include a case analysis, research on a leading theorist, final reflection paper, and self-assessment of personal style in resolving conflict and goals for personal growth in this area.

Other Course Information

General Education Core Course