

OAN Number:

OAN Date:

CUYAHOGA COMMUNITY COLLEGE  
OFFICIAL COURSE OUTLINE

SUBJECT AREA TITLE

Political Science

COURSE TITLE

Conflict Resolution Skills

SUBJECT AREA CODE-COURSE NUMBER

POL 2040

COURSE CREDIT HOURS: 3

**I. DESCRIPTION OF COURSE:**

CATALOG DESCRIPTION: Skills-based course in conflict management and resolution. Increase awareness, develop skills, and gain knowledge of constructive conflict management processes and approaches. Explore causes of conflict, conflict styles, and interpersonal conflict communication skills such as assertiveness and active listening. Introduce constructive conflict management approaches including negotiation, mediation, nonviolent action and Alternative Dispute Resolution approaches.

LECTURE HOURS: 3

LAB HOURS: None

OTHER REQUIRED HOURS: 00

PREREQUISITE(S): Conflict Theory Course POL 1040

## **II. OUTCOMES/OBJECTIVES:**

Upon satisfactory completion of POL 2040 - Conflict Resolution Skills, students should be able to perform the following outcomes and supporting objectives:

- A. Analyze different aspects of conflict which are relevant to their resolution.
  1. Distinguish both the positive and negative roles of conflict in human interaction.
  2. Analyze different cultural and gender views and responses to conflict management and strategies.
  3. Evaluate identify interests and needs versus positions within a conflict.
  4. Assess positionality and variable responses to conflict based upon individual characteristics.
  5. Compare "individual conflict styles" including attitudes, emotions, behaviors habits, and beliefs related to conflict in order to manage conflict more effectively.
  6. Distinguish conflict styles in communication.
- B. Apply knowledge of emotions.
  1. Examine the physiological reasons for emotions and categorize them according to logical patterns.
  2. Appraise and practice management of students' own emotions and behaviors.
  3. Dramatize constructive methods of anger management skills in conflict situations.
  4. Analyze the connection between emotional bases of perception and conflict responses.
- C. Analyze complex communication and interactions
  1. Employ clear and effective communication skills in writing, speaking and non-verbal choices.
  2. Assess appropriate and inappropriate uses of electronic communication such as e-mail and produce constructive examples of e-mail communication.

3. Analyze communication barriers in conflict situations.
  4. Dramatize constructive and destructive non-verbal communication.
  5. Analyze and demonstrate different types of listening responses.
- D. Employ the eight-step conflict resolution model and other conflict management skills including active and other forms of listening, reframing, assertion, negotiation, brainstorming, and an informal problem-solving model to address conflict situations.
1. Demonstrate effective brainstorming during the problem-solving phase of managing a conflict.
  2. Illustrate the submissive-assertion-aggression continuum.
  3. Develop assertion messages and employ the assertion process to de-escalate or resolve conflict in dramatizations.
  4. Construct a conflict escalator representation of behaviors and emotions in a conflict and supply options for intervention at multiple levels.
  5. Demonstrate proficiency using the appropriate conflict resolution model.
  6. Choose and evaluate the basic steps one might use to negotiate the parties' needs in an appropriate manner.
  7. Assess inappropriate strategies in various situations and supply alternate responses to meet needs.
  8. Appraise a situation and supply constructive conflict management alternatives to threatening or violent behavior.
- E. Compare the public forms of conflict resolution, Arbitration, Negotiation, and Mediation.
1. Examine Analyze strategies, context, and attributes of Negotiation.
  2. Examine Analyze strategies, context, and attributes of Arbitration.

3. Examine Analyze strategies, context, and attributes of Mediation and its different forms such as victim offender, transformative, etc.

### **III. COURSE CONTENT:**

- A. Understanding Conflict
  1. Positive outcomes of conflict
  2. Negative aspects of conflict
  3. Bias and beliefs, values, cultural differences, developmental differences
  4. Deconstructing positive and negative conflict in human interaction
  5. Human needs
  6. Past experiences and learned behavior when dealing with conflict
- B. Conflict styles
  1. Benefits and weakness of each conflict style
  2. When to use various conflict styles
  3. Components of conflict styles
- C. Role of Emotions/Feelings in Conflict
  1. Emotions in perception and conflict
  2. Physiological reason for emotions
  3. Logical patterns to emotions
  4. Acknowledging and managing emotions within the self
  5. Applying knowledge of emotions to help others
  6. Anger-management
- D. Communication/Listening Skills
  1. Complexity of inter-personal and small group communication
  2. Understanding the natural process of group dynamics
  3. Verbal and non-verbal communication
  4. Language

5. Voice
6. Tone
7. Cadence
8. Body language
9. Use of space
10. Facial expressions
11. Paraphrasing
12. Empathizing
13. Reflection
14. Open-ended questions
15. Assertion

E. Submissive-assertion-aggression continuum

1. Types of assertion messages
2. Assertion process

F. Problem Solving

1. Perception
2. Different points of view – perspective taking
3. Strategies to negotiate needs
4. Brainstorming
5. Selecting from options and making an action plan

G. Public Forms of Conflict Resolution

1. Negotiation
2. Arbitration
3. Mediation

H. A basic 8 step model for managing conflicts

1. Creating an effective climate
2. Clarify perceptions
3. Focus on needs and interests
4. Build shared positive power
5. Look toward future, learn from past
6. Generate options

7. Select workable options
8. Develop mutually beneficial agreements

#### **IV. METHODS OF STUDENT EVALUATION MAY INCLUDE ANY OF THE FOLLOWING:**

- A. Oral and written exercises
- B. Written assignments such as journal entries and summaries of readings and papers
- C. Textbook assignments and instructor-designed exercises
- D. Case analyses
- E. Small group projects
- F. Presentations
- G. Role-playing through a variety of proposed conflicts
- H. Written quizzes and examinations

#### **V. RESOURCES MAY INCLUDE ANY OF THE FOLLOWING:**

Bolton, Robert. *People Skills: How to Assert Yourself, Listen to Others, and Resolve Conflicts*. NY: Simon and Schuster, 1986.

Corvette, Barbara. *Conflict Management: A Practical Guide to Developing Negotiation Strategies*. UK: Pearson Education, 2008.

Fisher, Roger and William Ury. *Getting to Yes: Negotiating Agreement Without Giving In*. 2 NY: Penguin, 1991.

Thomas, Kenneth W. and Ralph H. Kilmann. *Thomas-Kilmann Conflict Mode Instrument*. Palo Alto, CA: Consulting Psychologists Press, Inc., 1974.

Weeks, Dudley. *The Eight Essential Steps to Conflict Resolution*. NY: Putnam-Penguin, 1994.

#### **VI. ADDITIONAL RESOURCES:**

Bruner, Jerome. Acts of Meaning, Harvard University Press. 1990.

Doyle, Michael and David Strauss. How to Make Meetings Work. Berkley Publishing Group. 1993

Gardner, Howard. Intelligence Reframed. Multiple intelligences for the 21st century, New York. 1999.

- Leading Minds: An Anatomy of Leadership - New York: Basic Books, 1995.

Goodman, Clifford R. and Daniel R. Griffith. The Conflict Survival Kit. Pearson Education: UK. 2008.

Katz, Neil H. and John W. Lawyer. Communication and Conflict Resolution. Kendall/Hunt Publishing Company. 1992.

Deutsch, Morton and Peter T. Coleman and Eric C. Marcus. The Handbook of CONflict Resolution: Theory and Practice. Jossey-Bass: San Fransisco, CA

Shailor, Jonathon. The Heart of MEdiation: A Training Manual. University of Wisconsin: Parkside. 1996.

Shermer, Micheal. The Science of Good and Evil: Why People Cheat, Gossip, Care, Share, and Follow the Golden Rule. 2004

Tanner, Deborah. That's Not What I Meant. Ballentine Books. 1992

Warren Isenhart, Myra and Michael L. Spangle. Collaborative Approaches to Resolving Conflict. Thousand Oaks, CA: Sage Publishing. 2000

Weeks, Dudley. The Eight Essential Steps to Conflict

Resolution. GP Putnam's Sons. 1992.

Williams, Redford and Virginia Williams. Anger Kills. Harper. 1998.

Wilmot, William W. and Joyce L. Hocker. Interpersonal Conflict. 6th ed. McGraw Hill. 2001

Zehr, Howard. The Little Book of Restorative Justice. Good Books: Intercourse, PA. 2002