



Siena Heights University
At Lansing Community College
Fall Semester Course Syllabus 2009

- Course Number:** SOC 350
Course Title: Conflict Resolution
Semester Hours: 3 credits
Meeting Time: Thursdays 1:00 – 4:00 pm
Dates: September 3 – October 22
Instructor: Martha Madigan
A&S 253 W (Inside the Language Skills Department)
(517) 483-1973
ehlemam@lcc.edu or M2@cablespeed.com
- Office Hours:** After class and by appointment
- Required Texts:** *The Joy of Conflict Resolution*
by Gary Harper
New Society Publishers
ISBN: 987-0-86571-515-8

Siena Heights University Program Outcome Statement

Graduates of Siena Heights University programs will have gained the knowledge, skills, and attitudes necessary to continue developing as self-respecting professionals. They will be capable of:

- Making sense out of their daily work and personal lives,
- Taking appropriate actions, and
- Realizing that their search for final answers must be life-long.

Community Services Program Learning Outcomes

1. Develop an interdisciplinary and ethical approach to the professional practice of community service.
2. Develop skills to assess, evaluate and utilize social research in community service work, and be able to link theory and practice.
3. Develop effective communication and interpersonal skills appropriate for use in the roles of community service practice.
4. Know and utilize methods appropriate for the process of planned change in communities and agencies.

As a result of participating in this course, students will: Use critical thinking skills to analyze various models of conflict management in terms of their underlying values and assumptions.

Course Description

This course is designed to introduce students to a range of theoretical perspectives about social conflict and to approaches for managing interpersonal and group conflicts. Students will be encouraged to relate theories and intervention options and processes to their identified disciplines.

Opportunities will be provided for student to examine their attitudes and beliefs toward anger, power, autonomy, conflict, and social justice issues. The impact of gender and cultural differences on conflict and conflict management will be explored. Emphasis will be placed on case studies and role-playing to demonstrate the use of negotiation and mediation skills, strategies, and processes.

Rationale for the Course

In all professions people deal with social conflict including conflicts between individuals; within and between groups; within and between organizational structures; and in the community. It is essential that on a personal level and on a professional level people manage conflicts constructively. To do so requires knowledge of theories of conflict management, and skills in the use of intervention strategies and processes. This course has very practical and immediate applications both professionally and personally.

Course Objectives

1. Study theories of conflict interactions and dynamics.
2. Review a range of constructive models and techniques for managing social conflicts.
3. Examine the impact of conflict and conflict management from a social justice perspective.
4. Use simulation, role-plays, and case analysis to practice conflict management/resolution skills.

Attendance

Class attendance and participation are vital. Because this class is built on discussion and group projects, it is advised that if a student should miss more than one class, he/she may wish to consider dropping the class. Class discussions and in-class exercises make up the grades for attendance and participation which cannot be made up. I know you would not miss class without a very good reason, but there is no substitute for being there. One of the class periods will offer time to work on the group project.

Quality of work:

All papers are to be typed, double-spaced and written using 12-point, Times New Roman font, in APA style.

Late Assignment Policy

Assignments are due at the **start** of the class period on the due date. Assignments may be e-mailed prior to the start of class on the date they are due. If a student needs to turn in work late he/she **must** contact the instructor **prior** to the due date to make the arrangements. All late assignments will be dropped by 10% of the grade earned. All assignments must be handed in by the last day of class.

Grade Policy:

This class is designed to teach conflict resolution skills and to practice these skills during class time. Because these skills will be practiced in class, CLASS ATTENDANCE AND PARTICIPATION ARE VITAL. Points built into the system that determines your grade for this class.

Class attendance and participation (8 classes @ 15 points each)	120
Case Studies (3 – 2 oral 1 written @ 10 points each)	30
Group Research Conflict Presentation	100
Final Exam/Paper	<u>100</u>
TOTAL	350 points

Grading Scale:

A = 100-91 %

B = 90-81 %

C = 80-71 %

D = 70-60 %

F = 59 % or lower

Students with Disabilities - Siena Heights University is committed to providing a learning environment that benefits all students. Pursuant to the Americans with Disabilities Act of 1990, all reasonable accommodations for Students with Disabilities requires a student to provide written documentation of his/her disability to the Academic Advising Office. If a student is in need of an accommodation based on the impact of your disability, you should contact me so we can discuss the course format, anticipate your needs and explore potential accommodations. I rely on the Office for Students with Disabilities for assistance in verifying the need for accommodations and developing accommodation strategies. If you have not previously registered with the Office for Students with Disabilities, I encourage you to do so. Just a reminder, requests for accommodations are not retroactive.

Academic dishonesty is unethical behavior, which any way violates the standards of scholarly conduct. It includes such behaviors as cheating on assignments or examinations, plagiarizing*, submitting the same essentially the same papers for more than one course without the consent of all instructors concerned, misappropriating library materials, or the destroying tampering with computer files. Also included in academic dishonesty is knowingly or intentionally helping another violate any part of this policy.

***Plagiarism** is the failure to give credit for the use of material from outside sources, **including the Internet**. It includes, but is not limited to: verbatim use of a quote without quotation marks and adequate documentation; submission of a paper, prepared by another person, as one's own work; using the ideas, facts, words, photographs, pictures, graphics, or data of someone and claiming them as your own; or not documenting facts, words or data gathered during research.