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LBS 4484 Applying Conflict Resolution Techniques

SPRING 2017

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COURSE DESCRIPTION

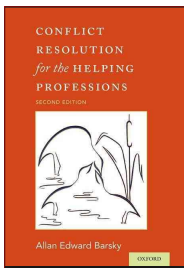
LBS 4484 Applying Conflict Resolution Techniques: This course provides students the opportunity to practice a comprehensive set of conflict resolution skills and techniques across variety of settings, from personal relationships to the workplace. Students will draw on a range of conflict resolution approaches, theories, principles and techniques to effectively management conflict.

COURSE TEXT INFORMATION

Conflict Resolution For The Helping Professions for the Helping Professions (2nd Edition)

Author: Allan Edward Barsky

ISBN: 978-0-19-020929-2



COURSE PREREQUISITE

There are no prerequisites for LBS 4484 and LBS 5486.

COURSE OBJECTIVES

By the end of the course, students will be to:

- Identify a range of conflict resolution methods, approaches, strategies, and skills for working with individuals, families, organizations, communities, and social policy.
- Understand the principles of negotiation, mediation, and advocacy in order to promote health and social wellbeing for clients, as well as broader social change.
- Select and apply negotiation, mediation, and advocacy skills in a variety of social work contexts, including work with diverse and vulnerable populations (e.g., African Americans, Latinos, Haitians, Gay Men, Lesbian, Elders, and religious minorities).

- Critically analyze the use of CR approaches, strategies, and skills – linking theory, research, values, skills, and self-reflection.

Global Learning Outcomes

By the end of the course, students will be to:

- Explore the potential of using the conflict resolution techniques in their personal and professional lives to deepen understanding of cultural values, assumptions, and beliefs.
- Examine cultural patterns of conflict-related behavior and techniques and the implications of these patterns in diverse cultural contexts.
- Compare and contrast global third-party interventions that illustrate ways in which the helping professions use religion or spiritual healing, such as art, ritual prayer, deep listening, dialogues circles, and apology and forgiveness to transcend conflict.

COURSE EXPECTATIONS

This is an online course, meaning that the entire course will be conducted online. Performance expectations in an online course are the same as a traditional face-to-face course.

Students are expected to:

- Enroll in Blackboard Learn Orientation Course to increase their understanding of how Blackboard works <http://online.fiu.edu/futurestudies/practicecourse>
- Purchase the book before or within the first week of class.
- Follow instructions and ask questions when you are uncertain of the course material.
- Be aware of the assignments and their respective due dates.
- Log in to the course at least 3 times per week.
- Respond to emails/messages within 2 days.
- Set your own boundaries for sharing.

Given the content of this course, class participation guidelines are:

- Respect confidentiality.
- Respond respectfully to different experiences and perspectives.
- Focus on your own learning and reflections.
- Understand your comfort zones, learning edges, and triggers.

The instructor will:

- Log in to the course 5 number of times per week.
- Respond to emails/messages within 2 days.
- Grade assignments in a timely manner and provide group or individual feedback.

LATE POLICY

Late written work will be penalized 20% of possible points, and no late assignments will be accepted after one week beyond the due date.

ACADEMIC INTEGRITY

This Code of Academic Integrity was adopted by the Student Government Association on November 28, 2001 and reflects the values articulated in the Student Code of Standards. Florida International University is a community dedicated to generating and imparting knowledge through excellent teaching and research, the rigorous and respectful exchange of ideas, and community service. All students should respect the right of others to have an equitable

opportunity to learn and honestly to demonstrate the quality of their learning. Therefore, all students are expected to adhere to a standard of academic conduct, which demonstrates respect for themselves, their fellow students, and the educational mission of Florida International University. As a student of this university:

- **I will be honest in my academic endeavors.**
- **I will not represent someone else's work as my own.**
- **I will not cheat, nor will I aid in another's cheating.**

All students are deemed by the university to understand that if they are found responsible for academic misconduct, they will be subject to the Academic Misconduct procedures and sanctions, as outlined in the Student Handbook. By taking this course I promise to adhere to FIU's Student Code of Academic Integrity. For details on the policy and procedure go to [ACADEMIC MISCONDUCT](http://online.fiu.edu/currentstudents/academicmisconduct)(<http://online.fiu.edu/currentstudents/academicmisconduct>).

ASSISTANCE FOR STUDENTS

The Learning Center is available to assist students in the organization and writing of their papers. The website for the Learning Center is: <http://learningcenter.fiu.edu>

Students with special needs: I understand that there is [Office of Disability Services](http://drc.fiu.edu/) (<http://drc.fiu.edu/>) available to me should I need it. It is my responsibility to contact them to process my request to have my needs met. I need to follow their procedures as to proper notification to the instructor.

RELIGIOUS HOLIDAYS

The University's policy on religious holy days as stated in the University Catalog and Student Handbook will be followed in this class. Any student may request to be excused from class to observe a religious holy day of his or her faith.

COURSE COMMUNICATION

Communication in this course will take place via the discussion board for content questions and **Blackboard message** for private issues/concerns. I will communicate with students using **Blackboard message** ; therefore, please check Blackboard messages regularly.

COURSE REQUIREMENTS

Assignments

The assignments in this course are designed to allow students to apply their theoretical knowledge from the assigned readings to specific cases or scenarios . Students are expected to demonstrate prior knowledge (from prior chapters) and current knowledge to each assignment. Your cumulative knowledge is required for optimal conflict analysis. Please review the assignment requirements for this course below.

Assignment Requirements:

1. Review the **Assignment Rubric** for the grading criteria before starting each assignment, if you want to be successful in this course.
2. Integrate the **readings** in your responses and cite the authors/textbook as necessary.
3. If your work contains charts, diagrams or tables, please save your work as a **PDF**. file to avoid distortion of your diagram(s) during upload, which tends to happen.
4. Answer discussion questions in **"question and answer"** format, that is, provide the questions and answers when submitting their work (when instructed to) . I am expecting short- **answers** that are concise, well written, and supported by the text. Basically, demonstrate that you read the readings and can integrate the material.
5. Upload all written assignments to Blackboard, using the **Turnitin**
6. **Proofread** your writing; excessive typos, spelling errors may be subject to a re-write.

7. Use a **cover page** and include your name, date, and name of assignment
8. **Insert** page numbers in your assignment, 1 inch margins, and font size 12.
9. Use APA 6th writing style for all citations and references. If you are unfamiliar with APA, please review the following links : <http://flash1r.apa.org/apastyle/basics/index.htm> or <http://owl.english.purdue.edu/owl/section/2/10/>

Discussions

The purpose of the discussion forum is to foster student engagement and interaction. Please review the discussion requirements for this course below.

Discussion Requirements:

1. Review the **Discussion Rubric** for the grading criteria before starting each assignment, if you want to be successful in this course.
2. Posting Instructions:
 - a. Proofread discussions before **posting**:
 - b. If your work contains charts, diagrams or tables, please save your work as a **PDF**. file to avoid distortion of your diagram(s) during upload, which tends to happen.
 - c. **Students must first post their own work in order to view or reply to other students' discussions in the forum. Be sure your work is complete before posting.**
3. Integrate the **readings** in your responses.
4. Answer discussion questions in **"question and answer"** format, that is, provide the questions and answers when submitting their work. I am expecting short- **answers** that are concise, well written, and supported by the text. Basically, demonstrate that you read the readings and can integrate the material.
5. Critically **reply to at least one student's post**. Merely replying that you "agree" or that you "like" the post is NOT a critical reply. Critical replies add to or extend the discussion, offer different perspectives or provide explanations for agreeing/disagreeing.
6. Reply to students' postings by the following **Tuesday (11:59pm)** after the discussion is due. I am giving you this time to read and critically reply. Keep in mind that students learn from each other.

Quizzes

The purpose of the quizzes is to ensure reading and comprehension of each chapter .There are **8** quizzes in this course. Students will have **60 minutes** and **1 attempt** to complete each chapter quiz in Blackboard. Please note the quizzes are not meant to be open-book. The quizzes consist of multiple choice questions, some of which are scenario- based or fill in the blanks and require critical reading and thinking. Please note that the quizzes vary in number of questions and total points per chapter (see course assessment table for chapter points).

COURSE ASSESSMENT

COURSE ASSESSMENTS	NUMBER ITEMS	POINTS	TOTAL
Assignment	3	100	300
Discussions	5	20	100
Chapter Quizzes Chapter 1: 10 points Chapter 2: 15 points Chapter 3: 15 points Chapter 4: 15 points Chapter 5: 10 points Chapter 6: 10 points Chapter 7: 15 points Chapter 8: 10 points Total possible points 100 points	8	Points vary per quiz	100
TOTAL COURSE ASSESSMENT POINTS			500
EXRTA CREDITS	NUMBER ITEMS	POINTS	
Student Feedback Survey	1	15	15
TOTAL EXTRA CREDIT POINTS			15

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GRADING SCALE

Letter Grades with Percentage	Points	Letter Grades with Percentages	Points
A 95-100%	475- 500	C 70-75%	350 - 379
-A 90-94%	450 - 474	D 60-69%	300 - 349
B+ 86- 89%	430- 449	F 0 -59%	0 - 299
B 80-85%	400 - 429		
C+ 76-79%	380- 399		

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WEEKLY COURSE SCHEDULE

Important: The course week runs from Monday to Sunday. Weekly coursework is due on Sunday by midnight (EST). Reply to students' postings by the following Tuesday (11:59pm) after the discussion is due. I am giving you this time to read and critically reply because students learn from each other.

Module #	DATES	MODULE TOPICS	WEEKLY READINGS & TASKS
Module 1	JAN 9 – JAN 15	Conflict Resolution Overview	<p>Readings: Review Syllabus Review Online Course Modules Chapter 1 Introduction</p> <p>Tasks: Discussion (introduction) Chapter Quiz Discussion 1</p>
Module 2	JAN 16 – JAN 22	Reflective Techniques	<p>Readings: Chapter 2: The Reflective CR Practitioner</p> <p>Tasks: Chapter Quiz Discussion 2</p>
Module 3	JAN 23 – JAN 29	Negotiation Techniques	<p>Readings: Chapter 3: Negotiation</p> <p>Tasks: Chapter Quiz Assignment #1</p>
Module 4	JAN 30 – FEB 5	Mediation Techniques	<p>Readings: Chapter 4: Mediation</p> <p>Tasks: Chapter Quiz Discussion 3</p>

WEEKLY COURSE SCHEDULE

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Module #	DATES	MODULE TOPICS	WEEKLY READINGS & TASKS
Module 5	FEB 6 – FEB 12	Facilitation Techniques	<p>Readings: Chapter 5: Group Facilitation</p> <p>Tasks: Chapter Quiz Discussion 4</p>
Module 6	FEB 13 – FEB 19	Advocacy Techniques	<p>Readings: Chapter 6 : Advocacy</p> <p>Tasks: Chapter Quiz Assignment #2</p>
Module 7	FEB 20 – FEB 26	Other Practitioners' Roles	<p>Readings: Chapter 7: Additional Third-Party Interventions</p> <p>Tasks: Chapter Quiz Discussion 5</p>
Module 8	FEB 27 – MAR 5	Conflict Management Systems & Solutions	<p>Readings: Chapter 8: Conclusion</p> <p>Tasks Chapter Quiz Assignment #3 Course Evaluations in Panther soft</p>
Module 9	Complete by MARCH 5 TH	Extra Credit Module	Student Survey