

Course Number: SS 2850

Course Title: Conflict Resolution

Course Description:

Conflict resolution in both personal and professional settings. Why we have conflicts, and on what levels. The course examines ways to analyze conflict and how to develop mutually beneficial resolutions by using a range of conflict resolution methods and techniques. Current and popular theoretical approaches also are examined.

Prerequisites: None.

Credit hours: 3

Learning Outcomes:

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

1. Explain what conflict is and why it occurs.
2. Describe and demonstrate communication skills and explain their importance in conflict resolution.
3. Discuss the inner experience of conflict and demonstrate own improved self-awareness of individual inner experience.
4. Explain the theories of conflict interaction.
5. Recognize and describe the importance of power, face-saving, and climate as these dynamics relate to conflict interaction.
6. Describe and demonstrate conflict resolution styles, strategies, and tactics.
7. Explain approaches to conflict management.
8. Analyze the dynamics within a representative conflict interaction.

Indiana Tech
College of Professional Studies
SS 2850 Conflict Resolution
Online Syllabus Course Content

Instructor Information

Please see Professor Profile at the Blackboard instructional site.

Course Schedule

Please see Course Schedule in the Course Syllabus area of the Blackboard instructional site.

Online Course Policies

All of the online courses taken by students are required to follow the policies posted online at <http://online.indianatech.edu/tech-policies/policies/> .Please review the posted policies carefully. If you are unable to abide by the policies listed, please contact the Warrior Information Network (WIN) at 888.832.4742 and request to withdraw from this course.

Textbook

Coleman, P.T., Deutsch, M., & Marcus, E.C. (2014). *The Handbook of Conflict Resolution: Theory and Practice*. (3rd ed.). San Francisco, CA: John Wiley & Sons, Inc.

Grading Events & Grading Criteria

Unless otherwise specified, all assignments must be submitted via Blackboard.

Assignment	Points per Submission	Total Points
Course Preparation Quiz (1)	25	25
Discussion Boards (5)	30	150
Personal Essay Response (3)	100 (W2), 125 (W3), 125 (W5)	350
Individual Project (1)	100	100
Written Exams (2)	200	400
Total Points Possible:		1025

Personal Essay Response Papers (350 points total)

During weeks 2, 3 and 5, students will be required to complete a 2-page response to questions that relate to the topics and readings being covered by the course. Specific questions will be posed and require the student to complete the readings and provide responses being sure to balance, support or challenge the readings based on their own personal experiences with the assigned material. Week 2 essay response will be worth 100 points while week 3 and week 4 responses will each be worth 125 points each for a total of 350 points for the essay response activities.

Relevant News Paper/ Magazine Article Discussion Board Postings (150 points total)

During weeks 1 through 5, students will be required to create a discussion board thread sharing a newspaper or magazine article relevant to the week's topics. Each student will need to create a thread on that week's discussion board. Additionally, in order to receive full credit, each student will need to respond to at least two of their peer's threads. Grading will be based on the quality of the student's posted thread and completion of the required two responses. Each week the article selection and discussion board posting will be worth 30 points for a total of 150 points for all 5 weeks.

Individual Project: Conflict Simulation (100 points)

During week 6, students will be required to submit a project featuring a simulated scenario (topical areas to select from will be provided) of a conflict situation they have developed.

Written Exams (400 points total)

During weeks 3 and 6, students will be provided with a written exam. Exam 1 will be comprised of materials covered in weeks 1, 2, and 3 while exam two will cover materials from weeks 4, 5, and 6. These exams will be short-essay style. They will not be timed and students are welcome to use their textbook or other course materials. Each exam will be worth 200 points, for a total of 400 points.

Grading Scale

The following grading scale will be used to assign a grade at the end of the course:

Percentage Achieved	Grade	Percentage Achieved	Grade	Percentage Achieved	Grade
93% or above	A	80%-82%	B-	60%-69%	D
90%-92%	A-	77%-79%	C+	Below 60%	F
87%-89%	B+	73%-76%	C		
83%-86%	B	70%-72%	C-		

Percentage Achieved Grade Percentage Achieved Grade Percentage Achieved Grade 93% or above A 80% or above B- 70% or above C- 90% or above A- 77% or above C+ 60% or above D 87% or above B+ 73% or above C Below 60% F 83% or above B

Late Assignments

All assignments and required online activities are due according to the deadline listed in the course schedule. Granting deadline extension is the course instructor's autonomy.

Incompletes

If you are unable to complete the requirements for this course due to extenuating circumstances, an Incomplete grade (I) may be granted if you meet the general guidelines stated below.

General Guidelines for submitting a course incomplete request:

- More than 50% of the course session has elapsed.
- The student has encountered an unexpected situation that is beyond his or her control.
- The student is
 - in good academic standing -- up-to-date on all of the course assignments and has at least an overall passing grade,

- able to complete all of the remaining coursework within a session (5 weeks for a undergraduate course and 6 weeks for a graduate course) that immediately follows the session the student is currently enrolled, and
- able to provide support documentations to substantiate the need for extra time should a session is not enough to complete the course requirements.

If an Incomplete is granted, the instructor will set a deadline for all work to be completed. **The deadline cannot go past one (1) session.** All incomplete grades and deadlines are subject to approval by the designated university authority.

Course Related Communication

Online courses are conducted in an accelerated format. Timely communication is very important. When receiving emails from your classmates or instructor, please respond as soon as you can. Students are **REQUIRED** to use their Indiana Tech email account for all course related communication. The most direct, and effective, way to email your course instructor and classmates, is by using the Send Email function within the Blackboard course site. When you use the Send Email function, you automatically receive a carbon copy of the email you sent. In the event when you need to substantiate your claim that you did email your classmates or instructor, you can show that carbon copy to the person(s) who requested it.

Please note that Blackboard only permits you to send email, it does not provide you with the check email function. All of the emails your classmates and instructor send to you will be delivered to your Indiana Tech email account. You are strongly encouraged to check your Indiana Tech email account regularly, preferably several times a week, to minimize the likelihood of miscommunication.

The University policy requires each online course instructor to respond to a student's email within 24 hours. Unless there is an extraneous situation that prevents the instructor from following this rule, you can expect to hear from the instructor within 24 hours. If you don't receive a reply within 24 hours, please do not hesitate to follow up with another email or forward the carbon copy of the email you sent to OnlineSupport@IndianaTech.edu with a note "Please help. It's been 24 hours and I have not heard from my instructor" and the University support staff will act on your behalf to contact