

Syllabus for LBS 5485 – Online – Summer 09

Fundamentals of Conflict Resolution

(Version for web publishing)

College of Arts and Sciences and College of Education

Instructor Information

Instructor: Nora Femenia, Ph.D.
 Office: Only Online
 Office phone: 954 568 3620
 Office hours: By appointment only.
 Class Times: Fully on-line

Drop Date

Online Course: <http://ce6.fiu.edu>

Texts: Wilmot & Hocker (2007) *“Interpersonal Conflict, 7th edition*, New York: McGraw-Hill.

Pruitt, Dean & Kim, Sung (2003) *“Social Conflict: Escalation, Stalemate and Settlement, 3rd Edition*, New York: McGraw-Hill.

Course Description

This is an introductory course designed to give students a through perspective of the conflict resolution field, and its application to their individual field of work.

This seminar is designed as a systemically oriented exploration on the emergence and management of human conflict, at different levels of analysis, and on the alternative methods of dispute resolution available now.

As such we will examine a variety of human interaction and conflict theories that center primarily within the fields of dispute resolution, psychology, sociology and social interaction/group theory. We will see how conflict functions in creating and maintaining personal identity, group boundaries, and in-group and out-group identities. The unifying metaphor that will organize these different strands of learning, through lectures and class exercises, will be a general immersion in systems thinking. We expect to end the course having applied a good part of the available time to understand how conflict is a function of systems and from this understanding, to evaluate some possible avenues for interventions.

The field of Alternative Dispute Resolution (ADR) has evolved in response to the continual escalation of costly conflict in society. In an ideal sense, ADR refers to non-coercive outcomes agreeable to all concerned parties, due to negotiated, mediated, facilitated or arbitrated settlements. In practice, however, this definition blurs as parties

often grapple with less than ideal circumstances or solutions. Hence, the field of ADR is dynamic and evolving in response to interpersonal, inter-group (or organizational) and even international conflict.

Course Objectives

By the end of the course, you should be able to demonstrate an understanding of the following:

- 1) Be able to understand the social genesis of conflicts.
- 2) Identify a variety of different conflicts structure
- 3) Learn to observe a conflict in its systemic environment
- 4) Understand the role of conflict escalation in social change
- 5) Learn to evaluate different approaches for resolution
- 6) Develop a deep capacity for critical thinking
- 7) Learn how to do conflict mapping
- 8) Develop a sound strategy to do conflict intervention and resolution.

Course Content

This course will consist of the following:

Readings on your own;

Writing (Final Paper; Forum reflections; Quiz answers);

Presenting: PPP presentation of the Final Paper conflict study

(The final paper and Power Point presentation share the content, but PPP is the basis of group discussion and feedback.)

You will have to submit an outline for the Final paper-Power Point presentation (PPP), a self-critique form, and evaluation rubric for the PPP, two weeks before **July 27th, 11:00 pm** .

Policies

Attendance: You will be expected to attend every online class session. More than one unexcused absence will result in a loss of points from your final grade. There will be no exceptions. Missing an exam or presentation will result in the loss of all points for that exam or presentation.

Self-critique: After you deliver your PPP Presentation, you will have to submit a two

pages critique of your own work. Rate issues such as content originality, clarity, quality of conflict mapping; application to practical work/life situations; provision of references.

Drop/Add Period

See Academic Calendar 2008-2009

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.

PLEDGE

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://www.fiu.edu/provost/polman/sec2web.html>).

Assistance for Students

The Learning Center

The center is available to assist you in the organization and writing of your speeches. They cannot, however, assist with the practicing of your delivery. 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/>) 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.

Grading

	Percent
1) Final paper	20 %
2) Assessments	25 %
3) Power Point Presentation	20 %
4) In-Class Assignments, (including forum postings)	35%

Total	100 %
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Letter Grade

A	100-94	C	76-74
A	93-90	C-	73-70
B+	89-87	D+	69-67
B	86-84	D	66-64
B-	83-80	D-	63-60
C+	79-77	F	below 60

COURSE CALENDAR

The course schedule is subject to change. Any change will be announced in class and online. It is your responsibility to check the online course/syllabus for the details, when an update is announced.

PLEASE, when submitting any document, save it as a .doc in Word. Documents ending in .docx are invalid, and you will miss the delivery of your assignment.

May		Assignment Due
05/04/09 Week 1 ONLINE	<ul style="list-style-type: none"> • Introduction to Course • Syllabus Review • Introduction to CE6 • Getting Acquainted 	http://www.youtube.com/watch?v=a0k3BDxxzBI Deadline: May 11th, 11:00 pm
05/11/09 Week 2 ONLINE	<ul style="list-style-type: none"> • THOMAS-KILMANN CONFLICT QUESTIONNAIRE • Styles of Conflict 	Deadline: May 18th, 11:00 pm
05/18/09 Week 3 ONLINE	<ul style="list-style-type: none"> • Elements of Conflict 	Deadline: May 25th, 11:00 pm
05/25/09 Week 4 ONLINE	<ul style="list-style-type: none"> • Perspectives on Conflict • Conflict Metaphors 	Deadline: June 1st, 11:00 pm
June		
06/01/09 Week 5 ONLINE	<ul style="list-style-type: none"> • Interests and Goals in Conflict 	Deadline: June 8th, 11:00 pm
06/08/09 Week 6 ONLINE	<ul style="list-style-type: none"> • Power: the Structure of Conflict, 	Deadline: June 15th, 11:00 pm
06/15/09 Week 7 ONLINE	<ul style="list-style-type: none"> • Conflict Styles and Tactics, 	Deadline: June 22nd, 11:00 pm
July		

06/22/09 Week 8 ONLINE	<ul style="list-style-type: none"> • Assessing Conflicts • The Conflict Map 	Deadline: June 29th, 11:00 pm
06/29/09 Week 9 ONLINE	<ul style="list-style-type: none"> • Moderating your Conflicts, • Prevent Escalation 	Deadline: July 6th, 11:00 pm
07/06/09 Week 10 ONLINE	<ul style="list-style-type: none"> • Negotiating for Mutual Gains: Positions, Needs and Interests 	Deadline: July 13th, 11:00 pm
07/13/09 Week 11 ONLINE	<ul style="list-style-type: none"> • Third-Party Intervention, • Mediation 	Deadline: July 20th, 11:00 pm
August		
07/20/2008 Week 12 ONLINE	<ul style="list-style-type: none"> • Forgiveness and Reconciliation <p>PPT posted/Feedback posted</p>	July 27th, 11:00 pm
08/3/2008 ONLINE	FINAL PAPER!!	August 3rd , 11:00 pm