



## Assessing and Managing Conflict Undergraduate Course Information Sheet

**Course Number: CCH 299, 4 credits, 10 Weeks**  
**Cross listed Course Number: HC 299, 2 or 4 credits, 10 Weeks**  
**Delivery Formats: Online Async**

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### Course Description

Our usual method for presenting, analyzing, and resolving conflicts has centered around legalistic argument; the goal being to discover the "right" answer and suppress the "wrong" ones. However, the multiple worldviews operating in the world today make such an approach to conflict less viable. Reflecting this reality, ways of communicating about and resolving conflict have arisen that go beyond enforcement of rules or legal determinations of right and wrong. In this course, we will look at various methods for handling conflict and consider how we might apply them to personal, work, community and literary conflicts through lecture, small group work, role playing, reading, various written projects, and discussion.

### Learning Outcomes

After completing this course, you will be able to:

- Assess your own and others' behavior in conflict.
- Determine the impact of background, context, vision, and other variables on a conflict.
- Manage conflict, using techniques of argument, negotiation, and mediation

If in a SCPS competence program, (BAIFA, BAC, BAGB, BAECE), this course addresses the following requirements:

Competence	Competence Statement / Criteria
H3D	Can effectively employ the skills of negotiation, mediation, and interpersonal communications in the resolution of a dispute or conflict.
L7	Can learn collaboratively and examine the skills, knowledge, and values that contribute to such learning.
FX	Can apply knowledge of ways of understanding and managing conflict to conflicts that arise at work or involve the focus area.

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## Learning Strategies and Resources

Some learning activities, assignments and deadlines will vary depending on the delivery format of the course and may differ slightly from what is presented in this document.

You will examine a conflict from your life and the conflict in the motion picture, "A Streetcar Named Desire" by applying techniques of assessment provided in the course. Later, you will consider dispute resolution techniques for those conflicts. The textbook will assist you in introspection about your own tendencies in conflict assessment and management while teaching you research based findings about conflicts and their resolution.

Meanwhile, you will discuss real-life conflict and the movie's conflict in discussion forums to learn with classmates and deepen your understanding of assessment and management of conflict. Students will work together in groups of three to six with regard to the conflict in the film.

## Required Readings

Books and learning materials are available at the DePaul bookstore, at <http://depaul-loop.bncollege.com>, or through alternative sources.

Coleman, P. & Ferguson, R. (2015). Making Conflict Work: Harnessing the Power of Disagreement. Boston: Houghton Mifflin Harcourt. ISBN# 978-0-544-58274-3

Required Movie: Williams, Tennessee. A Streetcar Named Desire.

Additional readings may be available on Electronic Reserve, at the [DePaul Library](#). Login to Ares Course Reserves and select the course. Log in using your Campus Connect User ID and password. You will then get a page listing the courses in which you're enrolled that have readings posted in Ares. Click on the title of this course and the list of our electronic reserve readings will be displayed.

## Learning Deliverables

- Weekly graded discussion posts and reflections, including original posts due each week on Thursday and response posts due on Sunday.
- 3 short writing assignments, 2-3 pages each, written in sequence, so that the parts join together into a full briefing of an issue with a proposed resolution.
- Case study of a conflict, identify a conflict from work or elsewhere, analyze its nature, and evaluate potential dispute resolution procedures, using an in-depth set of prompts provided in the case study outline.

Students completing the L7 competence requirements will participate in online discussions focused on group experience, a reflective paper and group case study of a conflict.

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## Assessment of Student Learning

### Distribution of Grade Points

Discussions, Assignments, Streetcar Discussions	45%
3 Conflict Assessment Papers	30%
Individual Case Study	25%

### L7 Competence Grade Points

Discussions, Assignments, Streetcar Discussions	41%
Individual Group Discussions – Group Case Study	49%
Individual Case Study	10%

## Grading Scale

A = 95 to 100	A- = 91 to 94	B+ = 88 to 90
B = 85 to 87	B- = 81 to 84	C+ = 77 to 80
C = 73 to 76	C- = 69 to 72	D+ = 65 to 68
D = 61 to 64	F = 60 or below	INC

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## Course Schedule

<b>Week and Module Title</b>	<b>Readings</b>	<b>Assignments</b>
Week 1, Module 1: Getting Started	Read Module Content and Chapter 1 in the textbook	1.1 Introduction Discussion (ALL) 1.2 Choosing Your Roles Group Discussion (ALL) 1.3 Power Discussion (ALL) 1.4 Individual Case Study (ALL) 1.5 Grade or Pass-Fail Request
Week 2, Module 2: Context and Vision	Read Chapter 2 in the textbook Read Case Study Outline Read Course Grading Criteria	2.1 Group Discussion - Streetcar Named Desire using parts I and II of the outline (ALL) 2.2 Group Case Study Topic Discussion (L7 only) 2.3 Individual Case Study - parts I and II of the outline Discussion (ALL) 2.4 Power Trap Discussion (ALL)

<p>Week 3, Module 3: Identifying Issues and Positions</p>	<p>Read Module 3 Content Read Chapter 3 in the textbook Read Case Study Outline Read Course Grading Criteria</p>	<p>3.1 Group Discussion-Streetcar Named Desire using Part III, A,B,C of the outline (ALL) 3.2 Individual Case Study Part III, A,B,C of the outline Discussion (ALL) 3.3 Group Case Study I and II of the Outline (L7)</p>
<p>Week 4, Module 4: Argument Perspectives</p>	<p>Read Module 4 Content Read chapter 4 in the textbook Read Course Grading Criteria</p>	<p>4.1 Team Characteristics (ALL) 4.2 Individual Case Study Parts IV A of outline (ALL) 4.2 Group Discussion of Case Study Using Part III ABC and IV A of Outline (L7) 4.3 Writing Assignment Argument Paper Discussion (ALL) 4.4 Disagreements Discussion (ALL)</p>
<p>Week 5, Module 5: Force, Appeal, and Adversarial Negotiation</p>	<p>Read Module 5 Content Read chapter 5 in the textbook Read Course Grading Criteria</p>	<p>5.1 Force/Emotion/Authority Discussion (ALL) 5.2 Adversarial Negotiation Discussion (ALL) 5.3 Individual Case Study Part V ABC of outline (ALL) 5.3 Group Discussion of Case Study using Part V ABC of Outline (L7) 5.4 Building Relationships Discussion (ALL)</p>
<p>Week 6, Module 6: Opposition Perspective and Problem-</p>	<p>Read Module 6 Content Read chapter 6 in the textbook</p>	<p>6.1 One Personal Team Characteristic (ALL)</p>

Solving Negotiation	Read Course Grading Criteria	<p>6.2 Problem Solving Discussion (ALL) - Choice</p> <p>6.3 Individual Case Study Part V D and E of outline (ALL)</p> <p>6.3 Group Discussion of Case Study using Parts V D and E of Outline (L7)</p> <p>6.4 Writing Assignment Opposing Paper Discussion (ALL)</p> <p>6.5 Dominance Discussion (ALL)</p>
Week 7, Module 7: Paraphrasing and the Self in Conflict	<p>Read Module 7 Content</p> <p>Read chapter 7 in the textbook</p> <p>Read Course Grading Criteria</p>	<p>7.1 Stage Development Theory (ALL)</p> <p>7.2 Paraphrasing Discussion (ALL)</p> <p>7.3 Group Discussion of the stage Development of the Characters in the Movie - Streetcar Named Desire (ALL)</p> <p>7.3 Discussion on the Stage Development of the Characters in the movie -- Streetcar Named Desire (Reporters only)</p> <p>7.4 Individual Case Study Part III D and E of outline (ALL)</p> <p>7.4 Group Discussion of Case Study Part III.D and E of Outline (L7)</p>
Week 8, Module 8: Mediation and Win/Win Techniques	<p>Read Module 8 Content</p> <p>Read chapter 8 in the textbook</p> <p>Read Course Grading Criteria</p>	<p>8.1 Self-Assessment (ALL) Choice</p> <p>8.2 Non-defensive Communication Discussion (CHOICE)</p> <p>8.3 Mediation Discussion (ALL)</p>

		<p>8.4 Position vs. Needs Statement (CHOICE)</p> <p>8.5 Degree of Independence (ALL)</p>
<p>Week 9, Module 9: Integrative Perspectives and Non- Traditional Methods</p>	<p>Read Module 9 Content</p> <p>Read chapter 9 in the textbook</p> <p>Read Course Grading Criteria</p>	<p>9.1 Individual Case Study Parts IV B and VI A and B of outline (ALL)</p> <p>9.1 Group Discussion of Case Study Parts IV B and VI A&amp;B of outline (L7)</p> <p>9.2 Writing Assignment Integrative Paper Discussion (ALL)</p> <p>9.3 Nontraditional Methods Discussion (ALL)</p> <p>9.4 Adapting Your Way of Thinking Discussion (ALL)</p>
<p>Week 10, Module 10: Wrap Up / Reflection</p>	<p>Read Module Content</p>	<p>10.1 Individual Reflection (ALL)</p> <p>10.2 Group Reflections (L7)</p> <p>10.3 Group Case Study Discussion (L7 Reporters only)</p> <p>10.4 Individual Case Study Discussion (ALL)</p> <p>10.5 Your Core Values Discussion (ALL)</p>

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## Course Policies

For access to all SCPS and DePaul University academic policies, refer to the following links:

[SCPS Student Resources Website](#)

[DePaul Student Handbook](#)

The [D2L Course Website](#) for this course.

## Course Syllabus

The official syllabus for this course that includes course dates, instructor information and quarter specific details will be provided by the course instructor by the start of the course and available on the course D2L website.

## Course Registration

To find out when this course will be offered next, you can go to the [SCPS Registration website](#) for details on how to register for the course.

For information on how this course can apply to your program, contact your academic advisor.

## School of Continuing and Professional Studies

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