



Conflict Resolution - HSWR 211

Human Service Work Diploma Program

Course Outline

COURSE IMPLEMENTATION DATE: January 2010
OUTLINE EFFECTIVE DATE: September 2020
COURSE OUTLINE REVIEW DATE: April 2025

GENERAL COURSE DESCRIPTION:

This course provides students with an introduction to the theory, process, and skills of conflict resolution in child, youth, and family related conflicts. The course will introduce students to the core elements of conflict, restorative justice, mediation, and negotiation, and will provide the opportunity for students to develop skills for negotiating personal and professional disputes.

Program Information: This course is a requirement for the Human Service Work Diploma.

Delivery: This course is delivered online.

COTR Credits: 3

Hours for this course: 45 hours

Typical Structure of Instructional Hours:

Instructional Activity	Duration
Lecture Hours	45
Seminars / Tutorials	
Laboratory / Studio Hours	
Practicum / Field Experience Hours	
Other Contact Hours	
Total	45

Practicum Hours (if applicable):

Type of Practicum	Duration
On-the-job Experience	N/A
Formal Work Experience	N/A
Other	N/A
Total	

Course Outline Author or Contact:

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Signature**APPROVAL SIGNATURES:**

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Department Head Signature

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EDCO

Valid from: September 2020 – April 2025

Education Council Approval Date**COURSE PREREQUISITES AND TRANSFER CREDIT**

Prerequisites: Minimum 65% in either English 12, English Studies 12, English First Peoples 12, ENGL 090, or equivalent (refer to Course Equivalency information on the College website)

Corequisites: None

Flexible Assessment (FA):

Credit can be awarded for this course through FA

 Yes No

Learners may request formal recognition for flexible assessment at the College of the Rockies through one or more of the following processes: External Evaluation, Worksite Assessment, Demonstration, Standardized Test, Self-assessment, Interview, Products/Portfolio or Challenge Exam. Contact an Education Advisor for more information.

Transfer Credit: For transfer information within British Columbia, Alberta and other institutions, please visit <http://www.cotr.bc.ca/Transfer>.

Students should also contact an academic advisor at the institution where they want transfer credit.

Prior Course Number: CYFS 211 ⇔⇔HSWR 211

Date changed: January 2010

Textbooks and Required Resources:

Textbook selection varies by instructor and may change from year to year. At the Course Outline Effective Date the following textbooks were in use:

Fisher, R., Ury, W., & Patton, B. (2011). *Getting to yes: Negotiating agreement without giving in*. (3rd ed.). New York: Penguin Group.

Haig, J., Raikes, G., & MacMillan, V. (2018). *Cites & sources: An APA documentation guide*. (4th ed). Toronto, Ontario: Nelson Publishing.

Harper, G. (2004). *The joy of conflict resolution: Transforming victims, villains and heroes in the workplace and at home*. Gabriola Island, Canada: New Society Publishers.

Please see the instructor's syllabus or check COTR's online text calculator <http://go.cotr.bc.ca/tuition/tCalc.asp> for a complete list of the currently required textbooks.

LEARNING OUTCOMES:

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

- identify personal, cultural, and societal factors that shape beliefs and behaviours in conflict;
 - analyze advantages and disadvantages of different conflict styles and describe the appropriate uses of each;
 - identify key theoretical components of mediation, negotiation, and restorative justice models of conflict resolution;
 - describe underlying beliefs, goals, and conditions that support collaborative conflict resolution;
 - develop effective communication skills for conflict situation;
 - apply various conflict resolution models to personal and professional practice based scenarios; and
 - demonstrate common conflict resolution strategies and processes.
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COURSE TOPICS:

- Roles, Definitions, Ethics, and Theory
- The Reflective Practitioner
- Values and Conflict Styles
- Basic Skills and Interpersonal Effectiveness
- Negotiation Skills
- Mediation Skills
- Restorative Justice
- Multicultural Considerations
- Group Mediation

See instructor's syllabus for the detailed outline of weekly readings, activities and assignments.

EVALUATION AND ASSESSMENT:

Assignments	% Of Total Grade
Weekly Discussions & Activities	20%
Conflict Resolution Assignment	30%
Concept Summaries	30%
Quiz	<u>20%</u>
Total	100%

Please see the instructor's syllabus for specific classroom policies related to this course, such as breakdown of evaluation, penalties for late assignments, and the use of electronic aids.

EXAM POLICY:

Students must attend all required scheduled exams that make up a final grade at the appointed time and place.

Individual instructors may accommodate for illness or personal crisis. Additional accommodation will not be made unless a written request is sent to and approved by the appropriate Department Head prior to the scheduled exam.

Any student who misses a scheduled exam without approval will be given a grade of "0" for the exam.

COURSE GRADE:

Course grades are assigned as follows:

Grade	A+	A	A-	B+	B	B-	C+	C	F
Mark (Percent)	≥ 90	89-85	84-80	79-76	75-72	71-68	67-64	63-60	< 60

An overall grade of 60% is required for successful completion of this course.

ACADEMIC POLICIES:

See www.cotr.bc.ca/policies for general college policies related to course activities, including grade appeals, cheating and plagiarism.

Late Policy: Assignments received up to one week past their due date will receive a penalty of 10%. Assignments received after the first week late will not be marked and the student will receive a zero for that assignment. Weekly discussion forums must be completed in the designated week and late postings will not be marked. Note that no assignments will be accepted after the last day of the semester.

COURSE CHANGES:

Information contained in course outlines is correct at the time of publication. Content of the courses is revised on an ongoing basis to ensure relevance to changing educational, employment and marketing needs. The instructor will endeavour to provide notice of changes to students as soon as possible. The instructor reserves the right to add or delete material from courses.