



Conflict Resolution

Unit of Study Outline

1. Unit of study information

Conflict Resolution is a lecture course combined with group discussion and presentation. This course introduces students to the field of conflict resolution studies. Students will discover the nature of conflict and understand of how to achieve resolutions in the real world. This course applies interactive teaching methods and extended case studies aiming to provide students with practical skills and understanding critical approach.

2. Pre-requisite units and assumed knowledge

Basic English reading, writing and oral skills

3. Learning aims and outcomes

Enable students to better understand the complexity of conflicts and major conflict resolutions and conditions should be achieved in this course. Students should understand:

- Conflicts in an increasingly globalised and multicultural society.
- Analyzing conflicts as an important step to resolutions, including evaluation of roots causes, dynamics, impacts and consequences of conflicts.
- Inspection of the utilizing violence in conflict processes and discovering diverse possibilities of peaceful conflict resolution such as problem solving, negotiation, democratic decision-making process, cooperation and communication.
- Personal differences in conflicts and resolutions
- Creativity and changes of conflict resolutions

4. Weighting of final grade

Grading will be based on class performance and participation, community service and reporting, mid-term exam and final exam. Rate of each part is as below:

- 15% - Community service and reporting
- 15% - Class performance and participation
- 20% - Group assignment and presentation
- 20% - Mid-term exams
- 30% - Final exam

5. Grading

A	100-95	A-	94-90	B+	89-87
B	86-83	B-	82-80	C+	79-77
C	76-73	C-	72-70	D+	69-67
D	66-63	D-	62-60	F	59 or lower

6. Policies

Attendance Policy

Attendance in class is mandatory for all students enrolled in the course. Any excused absence must be discussed directly with the teacher. Being late to class within 15 minutes will be recorded as 1 LATE and being late over 15 minutes will be recorded as 1 ABSENCE. 3 LATES equal to 1 ABSENCE. 20% absences (11 hours) of the total teaching hours (54 hours) will cause an F (a failing grade) directly. However, students are still welcome to continue to attend class. F students have no right to drop this course anymore. Each unexcused absence will result in the lowering of the attendance grade by 1 point. Each excused absence will result in the lowering of the attendance grade by 0.5 point.

Participation Policy

Students should participate in their chosen classes actively and effectively. The Participation Grade is related to the Attendance Grade. Students' final attendance grade is the maximum of their participation grade.

Participation grade will be based on a variety of factors including, but not limited to taking part in class discussions and activities, completing assignments, being able to answer questions correctly, obeying class rules, and being prepared for class, frequent visiting your instructors and chatting in

English during their office hours is highly recommended.

Policy on Assignments and Quizzes

Students should finish their assignments completely and punctually. Assignment should be submitted on the appointed date by the instructor. If a student cannot hand in the assignment on time, the reasonable excuse will be needed. Late assignments will receive a maximum grade of 80. An assignment that is late for 3 days will be corrected but receive 0.

You are recommended print all your assignment in the uniform format with the heading of Student's Pledge of no cheating. Written assignment or printed ones without the uniform heading of pledge will receive a maximum grade of 80.

It is mandatory to have weekend assignment every week. Any weekend assignment should be submitted on first class of next week.

It is mandatory to have holiday assignment on the public holidays. Any holiday assignment should be submitted on the first day on returning to school.

Students are required to do a multitude of presentations during the course.

Plagiarism

Any form of cheating is NEVER tolerated. Any student ONCE caught cheating on a quiz, assignment or examination will receive a 0 for that particular work of the whole semester. At the beginning of the semester the definition of plagiarism will be carefully explained. When any thoughts or writings of another person are used, the sources must be clearly identified (using quotes, bibliography and giving reference).

Classroom Policies

1. No eating, cellular phones, electronic dictionaries, smoking, chatting or drowsing in class.
2. Please speak in English rather than Chinese in class.
3. Students are not allowed to attend class without textbooks.
4. Stand up when answering questions.
5. Respect classmates' ideas, opinions, and questions of your classmates.
6. You are welcome to visit the instructor's office in his/her office hours.
7. Take good care of the laboratory facilities. Do not splash water on the desktop.
8. When each class is over, hang the earphone on the hanger. Put the trash into the trash-bin.
9. All your classroom involvement, performance and after-class

- communications with instructor will affect your participation score.
10. All communications with the teacher must be in English, both inside and outside class time.

7. Texts and other recourses

Deutsch, M., Coleman, P. T. and Marcus, E. C. (2006) The Handbook of Conflict Resolution-Theory and Practice, 2nd ed., Jossey-Bass.

8. Teaching methods

Lecture with class discussion and case study. Community service with reporting and group presentation.

9. Week by week topic and study guide

Week 1	Chapter 1	Cooperation and Competition
	Interpersonal and Intergroup processes	Justice and Conflict
Week 2	Chapter 1	Constructive Controversy: The Value of Intellectual Opposition
		Trust, Trust Development, and Trust Repair
Week 3	Chapter 1	Power and conflict
		Communication and conflict
		Language, Peace and Conflict Resolution
Week 4	Chapter 1	Intergroup Conflict
		The PSDM Model: Integrating Problem Solving and Decision Making in Conflict Resolution
Week 5	Chapter 1	Gender Conflict and the

		Family
	Chapter 2	Judgmental Biases in Conflict Resolution and How to Overcome them
	Intrapsychic Processes	
Week 6	Chapter 2	Emotion and Conflict: Why it is important to understand how emotions affect conflict and how conflict affects emotions
		Self-Regulation in the service of conflict resolution
Week 7	Chapter 3	Implicit Theories and Conflict Resolution
	Personal Differences	Personality and Conflict
		The Development of Conflict Resolution Skills: Preschool to Adulthood
Week 8	Mid-term Exam	Paper Exam
Week 9	Chapter 4	Creativity and Conflict Resolution: The Role of point of View
	Creativity and Change	Some Guidelines for Developing a Creative Approach to Conflict
		Creativity in the outcomes of Conflict
Week 10	Chapter 4	Change and Conflict: Motivation, Resistance and Commitment
	Creativity and Change	Changing Minds: Persuasion in negotiation and Conflict Resolution
		Learning Through Reflection
Week 11	Chapter 5	Aggression and Violence
	Difficulty Conflicts	Intractable Conflict

		Moral Conflict and Engaging Alternative Perspectives
Week 12	Chapter 5	Matters of Faith: Religion, Conflict, and Conflict Resolution
		Conflict Resolution and Human Rights
Week 13	Chapter 6	Culture and Conflict
	Culture and Conflict	Multicultural Conflict Resolution
		Cooperative and Competitive Conflict in China
Week 14	Chapter 7	Teaching Conflict Resolution Skills in a Workshop
	Models of Practice	
Week 15	Chapter 7	Mediation Revisited
	Models of Practice	Managing Conflict Through Large-Group Methods
Week 16	Chapter 7	Conflict in Organization
		Eight Suggestions from the Small-Group Conflict Trenches
Week 17	Final Exam	