



Justice Institute of British Columbia COURSE OUTLINE

Course Code: ABLD203
Course Title: Dispute Resolution Level 3: Managing Group Conflict
Prerequisite Courses: Aboriginal Leadership Certificate
Sponsoring Division: Centre for Aboriginal Programs & Services
Previous Course Code & Title: Same
Course Effective Date:

# of Credits:	3
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Course Description:

This course looks at balancing group and individual needs. Learners will explore the dynamics within groups, roles, power imbalances, defensiveness, hidden agendas, disruptive behaviour and value differences. Learners will be able to adapt the two – party conflict resolution model, make collaborative decisions and resolve group conflict. Various theories of dispute resolution will be explored. The goal of the course is to integrate the learners' skills and knowledge so that they may effectively manage and resolve group conflicts within Aboriginal and non-Aboriginal contexts.

Course Goal(s):

This course will provide participants with the knowledge, skills and ability to manage the dynamics of group conflict.

Course Learning Objectives:

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

- Identify the facilitator's role within a group
- Describe the advantages/disadvantages utilizing an "internal" facilitator
- Identify facilitation techniques required to assist the group in achieving its goals
- Illustrate approaches to conflict resolution and negotiation problem-solving model(s) in a group setting
- Apply knowledge of group development and dynamics with the conflict resolution processes required for effective intervention
- Manage complex discussions and group dynamics
- Identify the difference between a judgmental response and a defensive response

Course Topics/Content:

1. **Principles of facilitating**
2. **Types of Facilitators**
3. **Roles and skills of the facilitator**



4. **Designing processes to meet group goals**
5. **Conflict resolution process**
6. **Effective interventions**
7. **Group dynamics**
8. **Group problem-solving models**
9. **Defensiveness**
10. **Theories of Dispute Resolutions**

Text and Resource Materials:

Required:

Required:

Avruch, K. (1998). *Culture and Conflict Resolution*. Washington: US Institute of Peace.
 Folger, J.P., Marshall, S.P. and Stutman, R.K. (2000) *Working Through Conflict: Strategies for Relationships, Groups, and Organizations* (4th Ed). New York: Longman.

Recommended

Folger, J.P., Marshall, S.P. and Stutman, R.K. (2000) *Working Through Conflict: Strategies for Relationships, Groups, and Organizations* (4th Ed). New York: Longman.
 Ting-Toomey, S. and Oetzel, J.G. (2001). *Managing Intercultural Conflict Effectively*. Thousand Oaks, California: Sage Publications.

Course Level:

	First Year	X	Second Year		Third Year		Fourth Year
	Other (describe):						

Equivalent Course(s) within the JIBC:

Class Delivery Methods:

Some courses are delivered using a range of methods within one class (course section) or alternative methods in different classes. Please outline the most common delivery options used for this course. The total class hours should be the same for each option.

Delivery Methods	Class Option A (Hours)	Class Option B (Hours)	Class Option C (Hours)	Class Option D (Hours)
Classroom/Lecture/Discussion	42			

Simulation/Lab				
Practicum/Fieldwork				
Online				
Correspondence				
Total Class Hours	42			

Comments on Delivery Methods:

Face to Face

Related Program(s): (where applicable)

Credit Transfer exists at: (List Institutions with official transfer agreements and name equivalent courses)

Course Grading System:

Check the system that applies to this course:

X	Letter Grades		Percentage		Pass/Fail		Credit/No Credit
	Complete/Incomplete		Attendance Only		Not Applicable		

Passing Grade:	C
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JIBC Standard Grading Scale for Letter, Grade Point and % Grades:

Letter Grade	Grade Points	% Range	Letter Grade	Grade Points	% Range
A+	4.33	90-100	C+	2.33	64-67
A	4.00	85-89	C	2.00	60-63
A-	3.67	80-84			
B+	3.33	76-79	C-	1.67	56-59
B	3.00	72-75	D	1.00	50-55
B-	2.67	68-71	F	0.00	0-49

Evaluation Activities and Weighing: (complete the %'s which apply – total must equal 100%)

Final Exam	%	Assignments	40%	Project	%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	30%	Other	30%
Quizzes/Test	%	Simulations	%	Practicum	%	TOTAL	100%

Comments on Evaluation:

In order to receive an evaluation or grade, learners must participate in class, and complete the written assignments and exams.

Students who are unsuccessful in any formal evaluations may apply to the Program Coordinator for one opportunity to re-write it. Students must arrange to re-write the exam within 10 days of the original exam.



Other Course Guidelines, Procedures and Comments:

Late assignments will not be accepted for marking without prior permission of the lead faculty member. A student who misses assignments, quizzes, projects or exams, may, at the discretion of the lead faculty, complete the work missed.

View the Justice Institute of BC Policies listed below at:

[JIBC | About JIBC | Policies](#)

Access Policy
Harassment Policy
Prior Learning Assessment Policy
Student Code of Conduct

Academic Appeals Policy
Intellectual Property Rights Policy
Research on Human Subjects: Ethics
Student Records