



Justice Institute of British Columbia COURSE OUTLINE

Course Code: ACCRWC299

Course Title: **Assessment: Associate Certificate in Workplace Conflict**

Prerequisite Courses: CCR101 (formerly CR110B), CCR 170 (formerly CR260), CCR200 (formerly CR128) and CCR210 (formerly CR504)

Sponsoring Division: Centre for Conflict Resolution

Previous Course Code & Title: CR970-Assessment: Associate certificate in Workplace Conflict

Course Effective Date: June 1, 2008

# of Credits:	
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Course Description:

The integrative assessment component for the Associate Certificate in Workplace Conflict is a mail-in assessment that consists of a recording of a written preparation for intervening in a workplace conflict, a recording of a role-play of a workplace intervention, a written self-evaluation of the role-play and a written reflection on personal learning in the Associate Certificate.

You must be registered in the Associate Certificate program and have already completed the courses to register for the assessment.

Course Goal(s):

Demonstrate preparation for a workplace conflict intervention, the intervention in a roleplay, a self-evaluation of the intervention and ability to reflect on learning in the Associate Certificate in Workplace Conflict.

Course Learning Objectives:

The learner will:

1. Prepare for a workplace intervention through analyzing the conflict situation, choosing the best intervention approach and preparing self and other participants.
2. Intervene in a workplace conflict using an informal negotiation, and informal mediation or a facilitated group dialogue approach. The intervenor will display:
 - Collaborative behaviour
 - Use of Communication tools
 - Use of Collaborative process
 - Ability to Build mutual understanding
 - Ability to Identify issues
 - Build on interests as a basis for moving towards collaborative outcomes
3. Evaluate the effectiveness of the conflict resolution intervention.
4. Reflect on learning over the time of the Associate Certificate in a more personal way with a focus on:



- Factors – such as personal, cultural, societal – that shape beliefs and attitudes towards workplace conflict and how these impact your own thinking and behaviour around conflict.
- Distinctive conditions in a workplace setting that can affect conflict situations such as team dynamics, cultural considerations, underlying beliefs, etc.
- Changes in behaviour in conflict in workplace settings.
- Strengths in resolving conflict using the collaborative approach and areas for improvement
- Plans for continuing learning.

Course Topics/Content:

Text and Resource Materials:

Required:

Centre for Conflict Resolution. (2006). *Associate Certificate in Workplace Conflict Assessment Guidelines*. New Westminster: Justice Institute of British Columbia.

Recommended:

Course Level:

X	First Year		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				
Simulation/Lab				
Practicum/Fieldwork				
Online				
Correspondence	2			
Total Class Hours	2			

Comments on Delivery Methods:



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:	B
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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	%	Project	%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	%	Other	
						Preparation for intervention	25%
						Self-evaluation of simulation	25%
						Written reflection on personal learning	20%
Quizzes/Test	%	Simulations	30%	Practicum	%	TOTAL	100%

Comments on Evaluation: Criterion-referenced evaluation.

Other Course Guidelines, Procedures and Comments:

Course Outline Changes: All changes to course outlines communicated to learners in class.



View the Justice Institute of BC Policies listed below at:

<http://www.jibc.bc.ca/studentServices/main/AcademicServices/policies.htm>

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