



Justice Institute of British Columbia COURSE OUTLINE

Course Code: CCR111

Course Title: **Coaching Strategies: Developing People to Resolve Conflict**

Prerequisite Courses: None

Sponsoring Division: Centre for Conflict Resolution

Previous Course Code & Title: CR111-Coaching Strategies: Developing People to Resolve Conflict

Course Effective Date: June 1, 2008

# of Credits:	1.0
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Course Description:

This course is for anyone who wants to help others resolve conflicts respectfully and effectively. Coaching strategies engage disputants in proactively resolving their own challenges. This course combines coaching with conflict resolution theory and practice, so that you can coach others towards practical, interest-based resolution. Based on a business-coaching model, the methodologies presented are easily transferable to personal coaching and will be of particular interest to leaders, managers and those involved in dispute resolution. *Instructor: Linda Dobson-Sayer*

Course Goal(s):

Upon successful completion of this 14-hour course, learners will be able to:

- Coach others to resolve conflicts.

Course Learning Objectives:

The learner will:

1. Define and expand coaching to include resolution coaching.
2. Understand fundamental coaching premises.
3. Determine when resolution coaching is appropriate.
4. Develop strategies to prepare for resolution coaching.
5. Identify and use specific coaching skills as a basis for developing disputants' resourcefulness.
6. Use basic empathy, asserting, paraphrasing, summarizing and powerful questions to support coaching goals.
7. Interface coaching elements with the four-stage resolution model.
8. Be able to assist individuals and teams to effectively manage conflicts.
9. Develop a personal coaching toolbox.



Course Topics/Content:

- Definitions of coaching.
- Definitions of conflict coaching.
- Techniques for determining appropriateness and preparing for conflict coaching.
- Coaching skills.
- Coaching within a four-stage resolution model.
- Individual and team coaching.

Text and Resource Materials:

Required:

This manual and any other course material will be provided to you on the first day of class.

Dobson-Sayer, L. (2005). *Coaching Strategies: Developing People to Resolve Conflicts*. Second Edition, New Westminster: Justice Institute of BC

Recommended:

Course Level:

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

Equivalent Course(s) within the JIBC: None

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	14			
Simulation/Lab				
Practicum/Fieldwork				
Online				
Correspondence				
Total Class Hours	14			



Comments on Delivery Methods:

Related Program(s): (where applicable)

Credit Transfer exists at: (See list of Institutions with official transfer agreements and name equivalent courses on our website)

Course Grading System:

Check the system that applies to this course:

<input type="checkbox"/>	Letter Grades	<input type="checkbox"/>	Percentage	X	Pass/Fail	<input type="checkbox"/>	Credit/No Credit
<input type="checkbox"/>	Complete/Incomplete	<input type="checkbox"/>	Attendance Only	<input type="checkbox"/>	Not Applicable		

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

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

Comments on Evaluation: Criterion-referenced evaluation.

Other Course Guidelines, Procedures and Comments:

1 or 2-Day Course: Learners must attend the full course to receive credit.

All Courses: If the course involved a coached skills-practice role-play, the learner must complete the role-play, or they will receive a status of “no credit granted” for the course on their student record. This status can be upgraded to “credit granted” by attending a Use It or Lose It Clinic.

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