



Justice Institute of British Columbia COURSE OUTLINE

Course Code: CCR141

Course Title: Introduction to Conflict Analysis and Resolution

Prerequisite Courses: None

School: Community and Social Justice

Division/Academy/Centre: Conflict Resolution

Previous Course Code & Title: n/a

Course First Offered: September 2011

# of Credits:	3.0
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Course Description

This 14-week online course introduces students to the study and practice of conflict resolution. Adopting a multidisciplinary approach, including ideas drawn from the study of psychology, sociology, anthropology, law, and political science, the course will examine a range of perspectives. These include the origins and causes of conflict, how individuals act and react in situations of conflict, and practices and strategies for resolving conflict. Key questions that will be explored include: What is conflict? What are the causes of conflict? Why do individuals make certain choices in situations of conflict? What are some models and approaches to the resolution of conflict? In examining these questions and others, students will be challenged to apply the course learnings to their own experiences, contexts, and settings, and develop an integrative perspective in which the implication of theories and research for conflict resolution practice is understood. Examined through the lenses of theory, research and practice, the course will place a particular focus on interpersonal conflict, mediation, as well as conflicts within organizational settings.

Course Goal(s):

To provide learners with an introduction to the study of conflict, including analyzing its causes, and to explore meanings and approaches to the resolution of conflict.

Learning Outcomes: Upon successful completion of this course, the learner be able to:

1. Understand and compare different theories and perspectives on the origins of conflict, including aspects of the history of study and thinking about conflict and its resolution
2. Identify and analyze some of the causes of social conflict, with a particular focus on interpersonal and organizational conflict
3. Examine models and ideas about how people tend to act in situations of conflict, and also be aware of some of the cultural dimensions of conflict resolution
4. Distinguish between some of the predominant models and approaches of conflict resolution practice, and how those models and approaches may lead to different kinds of outcomes



5. Apply ideas and practices explored in the course to the analysis of real life situations

Course Topics/Content:

The course is divided into four parts

1. Introduction to the Study of Conflict Resolution – An overview of what it means to study conflict resolution. Students will be introduced to the following topics:
 - Our experience of conflict and resolution
 - The “new” field of the study called ‘conflict resolution’
 - Predominant themes in the study of conflict resolution
 - A critical and integrative perspective on the study of conflict resolution – combining theory (what we think), research (what we know), and practice (what we do)
2. Theory – A “map” of conflict resolution theory. This map will focus on:
 - History(ies) of conflict resolution – Different stories of the history of conflict resolution will be offered, as a basis for thinking about the roles and evolution of conflict resolution in individual and collective lives.
 - Case Study of Indigenous understandings of conflict and resolution in Canada
 - A model for analyzing and contrasting theories of conflict resolution – the model discusses how all theories of conflict resolution offer us an explanation of Nature, Order, and Value.
 - Comparing and contrasting the theories – Nature, Order, and Value in sociological, psychological, and political theories of conflict and resolution.
3. Research - An overview of approaches to conflict resolution research, as well as an in-depth case study of one area of research to see what has been studied and understood so far. It will also serve as a basic introduction to students about some of the dimensions of conducting research generally. Key topics to be explored include:
 - The conflict resolution research dilemma – where is it? An examination of the lack of conflict resolution research and the explanations for this.
 - Approaches to conflict resolution research - A brief illustration of what the different types of research might look like will be presented, so students can recognize the types of data/findings that might flow from different types of research.
 - Research case study – conflict styles across cultures. The focus of the case study will be on research that has been done into conflict styles across cultures. It will draw on a range of literature from social psychology, sociology, communication and conflict studies.
4. Practice - Meanings and models of conflict resolution practice. Main topics will include:
 - Organizing practice models – a range of spectrums for organizing what we do to resolve conflict will be presented
 - A Focus on Mediation – To illustrate in-depth what a practice might look like, students will take a detailed look at different models and processes of mediation. The main focus areas would be:
 1. Evaluative v. Facilitative Mediation
 2. Interest-Based Mediation



3. Transformative Mediation
 4. Narrative Mediation
- Rolling Case Study – A detailed mediation case study told in chapters. Students will analyze the actions and choices made in the case study at various stops along the way.

Text and Resource Materials:

CCR141 Course Reader

Recommended: to follow

Course Level:

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

Equivalent Course(s) within the JIBC: none

Class Delivery Methods:

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	42			
Correspondence				
Total Class Hours	42			

Comments on Delivery Methods: none

Course Grading System:

X	Letter Grades		Percentage		Pass/Fail
	Complete/Incomplete		Attendance Only		



Passing Grade:	C-
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Evaluation Activities and Weighing:

Final Exam	%	Assignments	75%	Project	%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	15%	Other	%
Quizzes/Test	10%	Simulations	%	Practicum	%	TOTAL	100%

Comments on Evaluation Activities and Weighing:

Short Analytical Paper (5 pages double-spaced) - based on the theory section students will choose to write on one of a few topics.

Quiz – the quiz will be based on the research section and include short answer and analytical questions

Analysis of Rolling Case Study – based on the practice session students will do a conflict analysis (divided into a number of different parts), for a number of ‘stops’ along the pathway of a case study of a conflict and effort at resolution.

Journal – Students will be asked to do a Journal entry at various points in the course. The Journal entry will be focused – learners will be directed as to what to write to on. This is the more self ‘reflective’ aspect of the course.

Participation – Students will be assigned a mark based on their participation in class discussions

Other Course Guidelines, Procedures and Comments: n/a

View the Justice Institute of BC Policies listed below at:

<http://www.jibc.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