



Justice Institute of British Columbia COURSE OUTLINE

Course Code: CCR203

Course Title: **Getting to the Heart of Conflict**

Prerequisite Courses: CCR100 (formerly CR110A) or CCR101 (formerly CR110B), and CCR180 (formerly CR250) or CCR170 (formerly CR260)

Sponsoring Division: Centre for Conflict Resolution

Previous Course Code & Title: CR309-Getting to the Heart of Conflict

Course Effective Date: **June 1, 2008**

# of Credits:	1.5
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Course Description:

This in-depth course focuses on stage three of the negotiation and mediation models. You will explore your own 'positionality' and practice using communication skills to better disclose and elicit interests in order to enhance understanding. You will briefly review positions, issues and interests and focus on questioning for information, probing for deeper interests, disclosing interests, reframing negative interests into positive interests and creating an attitude of positive resolution. You can expect individual and small-group self-reflective exercises, a skill development emphasis and an opportunity to intensively practice stage three of a mediation or negotiation.

Course Goal(s):

Upon successful completion of this 14-hour (2-day course), the learner will be able to:

- Clarify interests of other person and disclose own interests in conflict situations.

Course Learning Objectives:

The learner will:

1. Describe conflict as a process of polarization.
2. Describe conflict resolution as a balancing of advocacy and facilitation.
3. Describe the layered concepts – position, interest and intention.
4. Identify themes.
5. Create a climate for openness.
6. Identify the difference between what is said and what is meant.
7. Listen for meaning.
8. Use types of questions that help to unveil what is important for the other person and why it is important to them.
9. Question for context, content and process.
10. Disclose interests.



11. Clarify and explore their own interests.
12. Use common ground, shared interests, complementary differences and immediacy in disclosure.
13. Use disclosure as a rapport building skill.

Course Topics/Content:

- Polarization, advocacy and facilitation.
- Layers of positions, issues and interests.
- Themes and openness.
- Listening for meaning.
- Questioning for unveiling.
- Disclosing and clarifying interests.
- Common ground, complementary differences, immediacy and self-disclosure.

Text and Resource Materials:

Required:

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	<input checked="" type="checkbox"/>	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	X %	Project	%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	X %	Other	%
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.

3, 4 or 5-Day Course: Learners who miss more than 7 hours of classroom time must repeat the entire course at their own expense. Learners who miss less than 7 hours of classroom time will



receive a status of “no credit granted” for the course on their learner record. This status can be updated to “credit granted” by attending Use It or Lose It Clinic.

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