



Justice Institute of British Columbia COURSE OUTLINE

Course Code: CCR270

Course Title: Resolving Conflict in Groups Level III:

Designing and Facilitating Multi-Stakeholder Processes

Prerequisite Courses: CCR100 (formerly CR110A) or CCR101 (formerly CR110B)
and CCR180 (formerly CR250) or CCR170 (formerly CR260),
CCR210 (formerly CR504), CCR260 (formerly CR508)

Sponsoring Division: Centre for Conflict Resolution

Previous Course Code & Title: CR520- Resolving Conflict in Groups Level III:
Designing and Facilitating Multi-Stakeholder Processes

Course Effective Date: June 1, 2008

# of Credits:	1.5
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Course Description:

This course is for facilitators who work with multiple stakeholder groups attempting to reach agreement on complex issues. You will learn a framework for designing collaborative multi-stakeholder processes and reaching agreement, including assessing, convening, gaining buy-in, process design, representation/accountability, negotiating, packaging and implementation of agreements. Other aspects of facilitating in complex settings will also be covered, such as cultural considerations, use of different discussion formats, intervention strategies and the role of face saving. The course offers theory and practical tips, discussion and a small workgroup. *Instructor: Sally Campbell*

Course Goal(s):

At the completion of this 3-day (21-hour course), the learner will be able to:

- Use facilitation skills and collaborative interest-based mediation processes to resolve complex, multi-stakeholder disputes

Course Learning Objectives:

The learner will:

1. Describe a conceptual base for assisting groups, both large and small, in resolving issues in dispute.
2. Choose from a range of interventions that increase the facilitator's ability to use the intervention most appropriate in a given situation.
3. Practice various aspects of a multi-party dispute; conflict analysis and assessment, setting ground rules, negotiating the substance, building agreement.



4. Identify the challenges of facilitating when you are an interested party.
5. Describe issues of representativeness and accountability when dealing with parties and their constituencies.
6. Adapt conflict resolution communication skills to more complex, multi-party settings.

Course Topics/Content:

- Conceptual bases for group conflict resolution processes
- Facilitator interventions
- Conflict analysis and assessment
- Ground rules
- Negotiating substance
- Building agreement
- Representativeness and accountability
- Complex, multi-party intervention practice

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	21			
Simulation/Lab				
Practicum/Fieldwork				
Online				
Correspondence				



Total Class Hours	21			
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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		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	X %	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