

Syllabus for 0906DETT5550008

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Course Introduction

Conflict Resolution: Making Hostiles into Friendlies



This course includes ways to:

- 1) Communicate in a positive manner with the indigenous island inhabitants
- 2) Apply the basic principles of conflict resolution espoused by Ewan Anderson (emeritus professor of geopolitics, University of Durham): active listening, paying attention, and reassuring, as well as being able to clearly explain your own viewpoint
- 3) Create resolutions to disagreements that meet the needs of both sides – this applies to both outsiders (Hostiles) and insiders (coworkers)
- 4) Find common ground with a group that has differing goals/desires – using C. Marlene Fiol, Michael G. Pratt, and Edward J. O'Connor's "intractable identity conflict resolution model"
- 5) Apply problem solving strategies to conflicts

Course Goals/Objectives

After completing this course, you will be able to:

Identify conflict and conflict resolution

1. Explain the basic principles of conflict resolution
2. Explain the basic stages of conflict resolution
3. Explain the different types of conflicts

Communicate during a conflict

1. Engage in active listening
2. Clearly explain his or her viewpoint
3. Use reassuring language and tone

Resolve disagreements

1. Find common ground with the conflicting party

2. Use non-violent conflict resolution models
3. Find ways to make all parties winners at the outcome of a conflict

Course Materials

The texts you will use during this course are:

Anderson, E. W. (2005). ABC of conflict and disaster: Approaches to conflict resolution. *BMJ*, 344-346.

This text published in *BMJ* examines the basic principles of conflict resolution, the stages of conflict resolution, and management strategies for conflict resolution. It highlights mid-level conflict which is the type of conflict occurring between the DHARMA Initiative and the Hostiles. Ewan Anderson is a respected emeritus professor of geopolitics at the University of Durham.

Fiol, C. M., Pratt, M. G., & O'Connor, E. J. (2009). Managing intractable identity conflicts. *Academy of Management Review*, 32-55.

This text published in the *Academy of Management Review* examines a specific model for conflict resolution. It proposes a process whereby disagreeing parties shift their identities so that they can live together peacefully. C. Marlene Fiol is a professor of strategic management at the University of Colorado Denver. Michael G. Pratt is a professor of organizational studies at Boston College. Edward J. O'Connor is a professor of management and health administration at the University of Colorado Denver.

NOTE: This section has the following file attachments which you may view from the Syllabus sub-menu in your classroom:

- *Approaches to conflict resolution.pdf*
- *managing intractable identity conflicts.pdf*

Grading Information

This is a "Work until you pass" course - there is no final grade and all students are required to perform all course activities until they reach a satisfactory level of completion for each. There are checkpoint quizzes which will allow both you, as the student, and your instructor to monitor your progress through the course content. A grade below 80% on any quiz will require you to study further and then retake the quiz until the 80% level has been met. You will work on individual and group exercises and write reflection papers. You must receive a passing grade on each of these as well.

Project Descriptions

Conflict Scenarios

These exercises will be performed on an individual basis. You will apply conflict resolution methods to scenarios and post your analysis in the conference. You will also read and comment on the other students' findings for these scenarios.

Role Playing

These group exercises allow you to practice conflict resolution strategies in a team. Separate groups will interact with each other, or with the instructor, in an online discussion. After the conflict has been resolved, each student will post their thoughts on what methods worked and did not work in resolving the conflict.

Reflection

Each student will write reflections on what they have learned during this course.

Course Schedule

Week	Session Dates	Readings, Assignments, and Due Dates
1	August 4-10	1) Introduce yourself in the Introductions Conference 2) Read "Approaches to conflict resolution" by Ewan W Anderson 3) Answer the study questions, found in the Weeks 1-5 Conference
2	August 11-17	1) Read "Conflict and Stress" in the Course Content area 2) Comment on "Conflict and Stress" in the Weeks 1-5 Conference 3) Respond to at least one "Conflict and Stress" comment posted by another student
3	August 18-24	1) Complete Activity 1 which is described in the Weeks 1-5 Conference 2) Post your comments to Activity 1 and respond to at least one of your classmates' posts on this activity
4	August 25-31	1) Complete Activity 2 which is described in the Weeks 1-5 Conference 2) Post your comments to Activity 2 and respond to at least one of your classmates' posts on this activity
5	September 1-7	1) Complete Activity 3 which is described in the Weeks 1-5 Conference 2) Post your comments to Activity 3 and respond to at least one of your classmates' posts on this activity
6	September 8-14	Dr. Charlotte Lewis will join us for the next 5 weeks 1) Read "Managing Intractable Identity Conflicts" by C. Marlene Fiol, Michael G. Pratt, and Edward J. O'Connor 2) Answer the study questions, found in the Weeks 6-10 Conference
7	September 15-21	Participate in the Weeks 6-10 Conference by making at least 5 substantial posts by the end of week 10
8	September 22-30	1) Complete Activity 4 which is described in the Weeks 6-10 Conference 2) Post your comments to Activity 4 and respond to at least one of your classmates' posts on this activity
9	October 1-5	1) Complete Activity 5 which is described in the Weeks 6-10 Conference 2) Post your comments to Activity 5 and respond to at least one of your classmates' posts on this activity
10	October 6-12	1) Complete Activity 6 which is described in the Weeks 6-10

		Conference 2) Post your comments to Activity 6 and respond to at least one of your classmates' posts on this activity
11	October 13-19	Dr. Cynthia Watros will join us for the remaining 5 weeks 1) Participate in the Weeks 11-15 Conference by making at least 5 substantial posts by the end of week 15
12	October 20-26	1) Complete Group Activity 1 which is described in the Weeks 11-15 Conference 2) Post your comments to Group Activity 1 and respond to at least one of your classmates' posts on this activity
13	October 27-31	1) Complete Group Activity 2 which is described in the Weeks 11-15 Conference 2) Post your comments to Group Activity 2 and respond to at least one of your classmates' posts on this activity
14	November 1-6	Write a draft of your reflection paper, which is described in the Weeks 11-15 Conference
15	November 7-13	Write your final reflection paper