

NEW COURSE PROPOSAL

Courses must be submitted by November 5, 2007, to make the next catalog production

DATE (*Change if modified*)

11.01.07 REV 1.16.08

PROGRAM AREA(S)

COMMUNICATION

1. Catalog Description of the Course. *[Follow accepted catalog format.]*

Prefix(es) (Add additional prefixes if cross-listed) **COMM Course No. 340**

Title: CONFLICT MANAGEMENT & MEDIATION Units: 3

- Prerequisites
- Corequisites
- Consent of Instructor Required for Enrollment

Description (Do not use any symbols): Focuses on the role of language and dialogue in the construction, escalation and resolution of conflict in interpersonal, organizational, and community contexts. Addresses the social, political, historical and behavioral aspects of conflict and conflict resolution in our society from a variety of disciplinary perspectives.

Grading Scheme:

- A-F Grades
- Credit/No Credit
- Optional (Student Choice)

Repeatability:

- Repeatable for a maximum of units
- Total Completions Allowed
- Multiple Enrollment in Same Semester

Lab Fee Required:

Mode of Instruction/Components (*Hours per Unit are defaulted.*)

	Units	Hours per Unit	Benchmark Enrollment	Graded Component	CS & HEGIS # (Filled in by the Dean)
Lecture	3	1	25	<input checked="" type="checkbox"/>	_____
Seminar	_____	1	_____	<input type="checkbox"/>	_____
Laboratory	_____	3	_____	<input type="checkbox"/>	_____
Activity	_____	2	_____	<input type="checkbox"/>	_____
Field Studies	_____	_____	_____	<input type="checkbox"/>	_____
Indep Study	_____	_____	_____	<input type="checkbox"/>	_____
Other Blank	_____	_____	_____	<input type="checkbox"/>	_____

The following two lines will be filled out internally based on the Mode of Instruction data directly above.

3 hours lecture per week (*Use 2nd line only if necessary*)
 _____ hours blank per week

Course Attributes:

General Education Categories: All courses with GE categories notations (including deletions) must be processed at the GE website: <http://summit.csuci.edu/geapproval>. Upon completion, the GE Committee will forward your documents to the Curriculum Committee for further processing.

A (English Language, Communication, Critical Thinking)

- A-1 Oral Communication
- A-2 English Writing
- A-3 Critical Thinking

B (Mathematics, Sciences & Technology)

- B-1 Physical Sciences
- B-2 Life Sciences – Biology
- B-3 Mathematics – Mathematics and Applications
- B-4 Computers and Information Technology

C (Fine Arts, Literature, Languages & Cultures)

- C-1 Art

- C-2 Literature Courses
- C-3a Language
- C-3b Multicultural
- D (Social Perspectives)**
- E (Human Psychological and Physiological Perspectives)**

- UDIGE/INTD Interdisciplinary**
- Meets University Writing Requirement**
- Meets University Language Requirement**

- American Institutions, Title V Section 40404: Government US Constitution US History
- Refer to website, Exec Order 405, for more information: <http://senate.csuci.edu/comm/curriculum/resources.htm>
- Service Learning Course

3. Justification and Requirements for the Course. (Make a brief statement to justify the need for the course)

A. Justification:

- This course is designed to improve the student’s understanding of the causes of human conflict, mediation techniques to resolve conflict and opportunities for human cooperation. We will study social, political, economic, and cultural conflict and their implications for both societies and individuals linking historical and contemporary issues to individual realities. We will draw upon the experience of students in the classroom to fully understand the implications of different types of conflict (personal, political, religious, cultural, economic etc.) and opportunities for resolution. Theories and contextual case studies (historical and contemporary) will be used to highlight course concepts. **Role-plays and case studies designed to further illustrate the concepts of conflict resolutions and to develop the skills necessary to resolve conflict will supplement lectures and class discussion.**

- B. Degree Requirement: Requirement for the Major/Minor **Note: Submit Program Modification if this course changes your program.**
 Elective for the Major/Minor

4. Learning Objectives. (Bullets, will occur upon carriage return)

Upon completion of the course, the student will be able to:

- a) **Recognize the role of language and dialogue in the construction, maintenance and resolution of conflict;**
- b) **Identify their own skills, styles and patterns of conflict management;**
- c) **Detect the value of conflict in negotiating change;**
- d) **Interpret the role of accountability, agency and empowerment as it relates to conflict resolution;**
- e) **Explore the role of identity in the construction of conflict;**
- e) **Determine the implications of conflict in interpersonal, organizational, national and international relations.**
- f) **Examine the relationship between various cultures and institutions that shape our understanding of conflict and conflict resolution approaches.**
- g) **Gain insight into the social, political, historical, and behavioral aspects of conflict negotiation and resolution.**

5. Course Content in Outline Form. [Be as brief as possible, but use as much space as necessary]

- I. Definition of Conflict
- II. Myths and Truths of Conflict
- III. Social, historical and institutional implications of conflict
- IV. Interdisciplinary approaches to conflict management
- V. Cultural approaches to conflict management
- VI. Political approaches to conflict management
- VII. Social and Institutional approaches to conflict management
- VIII. Social Construction of Reality: Perspectives of “Truth”
- IX. Theories of Difference
- X. Role of Language in Escalation, Maintenance and Resolution of Conflict
- XI. Conflict Management Styles
- XII. Conflict Resolution as Negotiated Change
- XIII. Theories of Dialogue
- XIV. Practicalities of Dialogue
- XV. Narrative and Conflict Construction
- XVI. Articulating Concerns
- XVII. Listening & Question-Asking
- XVIII. Reframing
- XIX. The Role of Identity in Conflict
- XX. Power & Privilege in Conflict

Does this course overlap a course offered in your academic program? YES NO

If YES, what course(s) and provide a justification of the overlap?

Consultation and signature of Academic Chair(s) of the other academic area(s) is required on the signature sheet below.

6. Cross-listed Courses (Please note each prefix in item No. 1)

A. List Cross-listed Courses (Signature of Academic Chair(s) of the other academic area(s) is required).

Prefix for cross-listed discipline(s):

B. Department responsible for staffing: COMMUNICATION

7. References. [Provide 3 - 5 references on which this course is based and/or support it.]

Littlejohn, S., & Domenici, K. (2007). *Communication, Conflict, and the Management of Difference*. Long Grove ILL: Waveland Press.

Kottler, J. (2003). *Beyond Blame. A New Way of Resolving Conflicts in Relationships*. San Francisco: Jossey-Bass Publishers.

Mindell, A. (2002). *The Deep Democracy of Open Forums: Practical Steps to Conflict Prevention and Resolution for the Family, Workplace, and World*. Charlottesville, VA: Hampton Roads.

Stone, D., Patton, B., Heen, S. & Fisher, R. (2000). *Difficult Conversations: How to Discuss What Matters Most*. New York: NY: Penguin Books.

Fisher, R. & Ury, W. (1991). *Getting to Yes*. New York, NY: Penquin Books.

8. List Faculty Qualified to Teach This Course.

Dr. Tracylee Clarke

Dr. Trudy Milburn

9. Effective Date

A. First semester offered: FALL 08

10. New Resources Required. YES NO

If YES, list the resources needed and obtain signatures from the appropriate programs/units on the sheet below.

A. Computer (data processing), audio visual, broadcasting needs, other equipment)

B. Library needs

C. Facility/space needs

11. Will this new course alter any degree, credential, certificate, or minor in your program? YES NO

If, YES attach a program modification form for all programs affected.

Catalog deadline for New Minors and Programs: October 15 preceding year.

Catalog deadline for Course Proposals and Modifications: November 9, 2007, of preceding year.

Last day to submit any work to be considered for the academic year: April 15th.

Dr. Tracylee Clarke
Proposer of Course

11.01.07
Date

Request for COMM 340: Conflict Management and Mediation to be added to GE Category D: Social Perspectives

Committee Response:

Approved by committee on 11-14-2007

Criteria and Justifications Submitted:

- *Promote understanding of how the issues relevant to social, political, contemporary/historical, economic, educational or psychological realities interact with each other within the realm of human experience*
This course is designed to improve the student's understanding of the causes of human conflict, mediation techniques to resolve conflict and opportunities for human cooperation. We will study social, political, economic, and cultural conflict and their implications for both societies, institutions and individuals linking historical and contemporary issues to individual and institutional realities. We will draw upon the experience of students in the classroom to fully understand the implications of different types of conflict (personal, political, religious, cultural, economic etc.) and opportunities for resolution. Theories and contextual case studies (historical and contemporary) will be used to highlight course concepts.
- *Focus on how a social science discipline conceives and studies human existence*
Conflict is an inevitable part of human existence. It touches multiple parts of our political, cultural and social lives. Students will learn theory addressing the role of conflict in society, social movements, and individual identity formation. Further conflict resolution as negotiated change will highlight opportunities for positive societal and individual development. Additionally, looking beyond the implications of conflict on individual relations, we will also study how conflict influences and is influenced by societal and cultural institutions.
- *Address issues using the methods commonly employed by a social science discipline*
Through class assignments, case study analysis, and class discussion students will employ various qualitative methods such as interviewing and participant observation in their study of conflict and mediation. The final class project will require students to engage and critically analyze their own communication and behavioral choices in light of course concepts. Further, contemporary case study analysis will allow students to critically view the causes, dynamics and implications of conflict and mediation in a variety of social, political, cultural and organizational contexts. This will allow them to make the link between the personal and institutional implications of conflict in our society.

Request for COMM 340: Conflict Management and Mediation to be added to GE Category UDIGE: Upper Division Interdisciplinary GE.

Committee Response:

Approved by committee on 11-14-2007

Criteria and Justifications Submitted:

- *Emphasize interdisciplinarity by integrating content, ideas, and approaches from two or more disciplines*

The study of conflict is by nature an interdisciplinary endeavor. Conflict and conflict resolution has been approached by various disciplines including communication, sociology, political science, peace studies, business, anthropology, economics, behavioral science and psychology. Drawing from multiple disciplines, this course will approach conflict from a variety of perspectives highlighting theoretical contributions from both scholarly works as well as practitioners in the field of conflict resolution. Students will be encouraged to draw from different disciplines in their assignments. In addition, guest speakers from a variety of disciplines will be brought in to demonstrate the various ways conflict has been conceptualized. Guest speakers from CSUCI Programs such as sociology, political science, psychology, business and history will be brought in. Additionally, guest speakers from the community such as mediators, policy analysts and social workers will give presentations on their work and its relations to the concepts we will discuss in class. Finally, course texts will be chosen from a variety of disciplinary writers so students can see the different and varied ways in which conflict and conflict resolution are approached from multiple disciplines.

- *Include substantive written work consisting of in-class writing as well as outside class writing of revised prose. Examples of appropriate written work include: short papers, long papers, term papers, lab reports, documentation, disciplinary-based letters and memos, and essays.*

Students will be asked to develop ideas and course concepts through both written and oral presentation. Assignments will include both short and long papers, and a term paper. Exams will be in essay format to encourage students to develop ideas and relate course concepts to current events and their individual lives.

Approval Sheet

Program/Course: Comm 340

Program Chair		
	Signature	Date
Program Chair		
	Signature	Date
Program Chair		
	Signature	Date
General Education Chair		
	Signature	Date
Service Learning Center Director		
	Signature	Date
Curriculum Chair		
	Signature	Date
Dean of Faculty		
	Signature	Date