

CALIFORNIA STATE UNIVERSITY CHANNEL ISLANDS

COURSE MODIFICATION PROPOSAL

**Courses must be submitted by October 15, 2014, and finalized by the end of the fall semester to make the next catalog (2015-16) production**

DATE (CHANGE DATE EACH TIME REVISED): OCTOBER 11, 2014,

PROGRAM AREA(S): COMMUNICATION

COURSE NO: COMM 340

**Directions: All sections of this form must be completed. Use YELLOWED areas to enter data. All documents are stand-alone sources of course information.**

**1. Indicate Changes and Justification for Each.** [Mark an X by all change areas that apply then please follow-up your X's with justification(s) for each marked item. Be as brief as possible but, use as much space as necessary.]

<input type="checkbox"/> Course title	<input checked="" type="checkbox"/> Course Content
<input type="checkbox"/> Prefix/suffix	<input checked="" type="checkbox"/> Course Learning Outcomes
<input type="checkbox"/> Course number	<input type="checkbox"/> References
<input type="checkbox"/> Units	<input type="checkbox"/> GE
<input type="checkbox"/> Staffing formula and enrollment limits	<input type="checkbox"/> Other <input type="checkbox"/>
<input type="checkbox"/> Prerequisites/Corequisites	<input type="checkbox"/> Reactivate Course
<input type="checkbox"/> Catalog description	
<input type="checkbox"/> Mode of Instruction	

**Justification:** To create more measurable student learning outcomes and include GE learning outcomes.

**2. Course Information.**

[Follow accepted catalog format.] (Add additional prefixes if cross-listed)

**OLD**

Prefix COMM Course# 340  
Title Conflict Management & Mediation Units (3)  
3 hours lecture per week  
☐ hours blank per week

Prerequisites: ☐  
Junior Standing or Consent of Instructor  
Corequisites: ☐

**Catalog 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.

General Education Categories: **D**

Grading Scheme (Select one below):

☒ A – F

☐ Credit/No Credit

☐ Optional (Student's Choice)

Repeatable for up to ☐ units

Total Completions ☐

Multiple Enrollment in Same Semester Y/N ☐

Course Level:

☒ Undergraduate

☐ Post-Baccalaureate

☐ Graduate

**NEW**

Prefix COMM Course# 340  
Title Conflict Management & Mediation Units (3)  
3 hours lecture per week  
☐ hours blank per week

Prerequisites: ☐  
Junior Standing or Consent of Instructor  
Corequisites: ☐

**Catalog 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.

General Education Categories: **D**

Grading Scheme (Select one below):

☒ A – F

☐ Credit/No Credit

☐ Optional (Student's Choice)

Repeatable for up to ☐ units

Total Completions ☐

Multiple Enrollment in Same Semester Y/N ☐

Course Level:

☒ Undergraduate

☐ Post-Baccalaureate

☐ Graduate

### 3. Mode of Instruction (Hours per Unit are defaulted)

Hegis Code(s) \_\_\_\_\_  
(Provided by the Provost Office)

#### Existing

#### Proposed

	Units	Hours Per Unit	Default Section Size	Graded		Units	Hours Per Unit	Default Section Size	Graded	CS No. (filled out by Provost Office)
Lecture	<u>3</u>	<u>1</u>	<u>30</u>	<input type="checkbox"/>	Lecture	<u>3</u>	<u>1</u>	<u>30</u>	<input type="checkbox"/>	<input type="checkbox"/>
Seminar	<input type="checkbox"/>	<u>1</u>	<input type="checkbox"/>	<input type="checkbox"/>	Seminar	<input type="checkbox"/>	<u>1</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lab	<input type="checkbox"/>	<u>3</u>	<input type="checkbox"/>	<input type="checkbox"/>	Lab	<input type="checkbox"/>	<u>3</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activity	<input type="checkbox"/>	<u>2</u>	<input type="checkbox"/>	<input type="checkbox"/>	Activity	<input type="checkbox"/>	<u>2</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Field Studies	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Field Studies	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Indep Study	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Indep Study	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other blank	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Other blank	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Online	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 4. Course Attributes:

X **General Education Categories:** All courses with GE category notations (including deletions) must be submitted to 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

#### XX D (Social Perspectives)

- ☐ E (Human Psychological and Physiological Perspectives)

#### XX UDIGE/INTD Interdisciplinary

☐ Meets University Writing Requirement (Graduation Writing Assessment Requirement)

☐ Meets University Language Requirement

☐ American Institutions, Title V Section 40404: ☐ Government ☐ US Constitution ☐ US History

Regarding Exec Order 405, for more information: <http://senate.csuci.edu/comm/curriculum/resources.htm>

☐ **Service Learning Course** (Approval from the Center for Community Engagement must be received before you can request this course attribute).

☐ **Online Course** (Answer YES if the course is ALWAYS delivered online).

**5. Justification and Requirements for the Course.** *[Make a brief statement to justify the need for the course]*

**OLD**

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.

**NEW**

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.

Requirement for the Major/Minor  
**XX** Elective for the Major/Minor  
Free Elective

**XX** Requirement for the Major/Minor  
Elective for the Major/Minor  
Free Elective

**Submit Program Modification if this course changes your program.**

**6. Student Learning Outcomes.** (List in numerical order. Please refer to the Curriculum Committee's "Learning Outcomes" guideline for measurable outcomes that reflect elements of Bloom's Taxonomy: <http://senate.csuci.edu/comm/curriculum/resources.htm>. The committee recommends 4 to 8 student learning outcomes, unless governed by an external agency (e.g., Nursing).

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

**OLD**

1. Recognize the role of language and dialogue in the construction, maintenance and resolution of conflict;
2. Identify their own skills, styles and patterns of conflict management;
3. Detect the value of conflict in negotiating change;
4. Interpret the role of accountability, agency and empowerment as it relates to conflict resolution;
5. Explore the role of identity in the construction of conflict;
6. Determine the implications of conflict in interpersonal, organizational, national and international relations.
7. Examine the relationship between various cultures and institutions that shape our understanding of conflict and conflict resolution approaches.
8. Gain insight into the social, political, historical, and behavioral aspects of conflict negotiation and resolution.

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

**NEW**

1. Identify the role of language and dialogue in the construction, maintenance and resolution of conflict;
2. Explore the role of self-identity (personal and national) and individual or community behavior in the construction, escalation, management and resolution of conflict;
3. Integrate content, ideas, and approaches from multicultural, national, international and integrative perspectives across disciplines in relation to conflict management and resolution (GE 1.1);
4. Convey how issues relevant to social, cultural, political, and historical realities interact with each other and support the resolution of interpersonal, organizational and community conflict (GE 7.1).

**7. Course Content in Outline Form.** (Be as brief as possible, but use as much space as necessary)

**OLD**

- A. Definition of Conflict Myths and Truths of Conflict Social,
- B. Historical and institutional implications of conflict
- C. Interdisciplinary approaches to conflict management
- D. Cultural approaches to conflict management
- E. Political approaches to conflict management
- F. Social and Institutional approaches to conflict management
- G. Social Construction of Reality: Perspectives of "Truth"
- H. Theories of Difference
- I. Role of Language in Escalation, Maintenance and Resolution of Conflict
- J. Conflict Management Styles Conflict Resolution as Negotiated Change

**NEW**

- 1) Theories of Conflict
  - a) Social & Behavioral
  - b) Institutional
  - c) Communicative
    - i) Dialogue
    - ii) Narrative
- 2) Interpersonal Conflict
  - a) Communication & Behavioral Skills
- 3) Organizational Conflict
- 4) Community & International Conflict
- 5) Third-Party Interventions
  - a) Mediation

K. Theories of Dialogue

b) Restorative Justice

L. Practicalities of Dialogue Narrative and Conflict

M. Construction Articulating Concerns Listening & Question-Asking Reframing

N. The Role of Identity in Conflict Power & Privilege in Conflict

Does this course content overlap with a course offered in your academic program? Yes ☐ No ☒

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

Does this course content overlap a course offered in another academic area? Yes ☐ No ☒

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

Overlapping courses require Chairs' signatures.

8. Cross-listed Courses (Please note each prefix in item No. 1) *Beyond three disciplines consult with the Curriculum Committee.*

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

B. List each cross-listed prefix for the course:

C. Program responsible for staffing:

9. References. [Provide 3-5 references]

OLD

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.

NEW Littlejohn, S., & Domenici, K. (2012). *Communication, Conflict, and the Management of Difference*. Long Grove ILL: Waveland Press.

Mindell, A. (2009). *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. (2010). *Difficult Conversations: How to Discuss What Matters Most*. New York: NY: Penguin Books.

Fisher, R. & Ury, W. (2011). *Getting to Yes*. New York, NY: Penquin Books.

10. Tenure Track Faculty qualified to teach this course.

Tracylee Clarke

Additional faculty hired with conflict management expertise

11. Requested Effective Date or First Semester offered: Fall 2015

12. New Resource Requested: Yes ☐ No ☒

If YES, list the resources needed.

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

B. Library Needs (streaming media, video hosting, databases, exhibit space, etc.)

C. Facility/Space/Transportation Needs:

D. Lab Fee Requested: Yes ☐ No ☒ (Lab fee requests should be directed to the Student Fee Committee)

**E. Other.**

**13. Will this course modification alter any degree, credential, certificate, or minor in your program?** Yes **XX\*** No

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

Priority deadline for New Minors and Programs: **October 1, 2014** of preceding year.

Priority deadline for Course Proposals and Modifications: **October 15, 2014**.

Last day to submit forms to be considered during the current academic year: **April 15<sup>th</sup>**.

Tracylee Clarke

**10/6/2014**

Proposer(s) of Course Modification

Date

Type in name. Signatures will be collected after Curriculum approval.

\*COMM 340 as a required course has already been approved in previous program modifications

GE Committee response to your request have COMM340: Conflict Management and Mediation added to **D: Social Perspectives**

Approved by GE Committee.

COMM 340 forwarded to Curriculum Committee for review.

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Course: COMM340 Conflict Management and Mediation

Area: D Social Perspectives

Date Submitted: 10/13/2014 11:37:37 AM

Date Approved: 11/12/2014 9:18:51 PM

1. 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.

2. 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.

3. 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.

GE Committee response to your request have COMM340: Conflict Management and Mediation added to **UDIGE: Upper Division Interdisciplinary GE**

Approved for area UDIGE by GE Committee.

COMM 340 forwarded to Curriculum Committee for review.

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Course: COMM340 Conflict Management and Mediation

Area: UDIGE Upper Division Interdisciplinary GE Date Submitted: 10/13/2014 11:37:37 AM Date Approved: 11/12/2014 9:29:20 PM

1. 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.

2. 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

**Course:** COMM 340: Conflict Management & Mediation

If your course has a General Education Component or involves Center affiliation, the Center will also sign off during the approval process.

Multiple Chair fields are available for cross-listed courses.

The CI program review process includes a report from the respective department/program on its progress toward accessibility requirement compliance. By signing below, I acknowledge the importance of incorporating accessibility in course design.

Program Chair		
	Signature	Date
Program Chair		
	Signature	Date
Program Chair		
	Signature	Date
General Education Chair		
	Signature	Date
Center for Intl Affairs Director		
	Signature	Date
Center for Integrative Studies Director		
	Signature	Date
Center for Multicultural Engagement Director		
	Signature	Date
Center for Civic Engagement and Service Learning Director		
	Signature	Date
Curriculum Chair		
	Signature	Date
AVP		
	Signature	Date