

SOPHIA Learning

CONRES1000: The Essentials of Managing Conflict (1 semester credit)

COURSE DESCRIPTION

Sophia's The Essentials of Managing Conflict course will provide foundational knowledge about managing and resolving conflict in your personal and professional life. It will define conflict, explore the types and causes of conflict, examine the stages of a conflict, consider various conflict styles, and differentiate between various conflict resolution techniques.

Course Effective Dates: February 2018 - Present

Prerequisite(s): Lower division baccalaureate/associate degree category – no prerequisites

Length of course: This is a self-paced course. Students have 60 days with an additional 30 day extension (if needed) to complete the course.

ACE CREDIT® Recommendation: In the lower-division baccalaureate/associate degree category, 1 semester hour in introduction to conflict management.

LEARNING OUTCOMES

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

1. Understand the key components of conflict
2. Recognize examples of the various types of conflict in context
3. Identify the stages of conflict in context
4. Define the five conflict styles
5. Apply the five conflict styles in context
6. Understand how culture can impact conflict
7. Recognize key aspects of the various conflict resolution processes
8. Differentiate between the various conflict resolution processes in context

OUTLINE OF MAJOR CONTENT AREAS

- Defining conflict
- Stages of conflict
- Styles of conflict
- Intercultural conflict styles
- Resolving conflict
- Mediation
- Arbitration
- Conciliation
- Collaborative law
- Shuttle diplomacy
- Restorative justice

GRADING

This is a pass/fail course. You are required to complete all 4 formative and 1 summative assessments with an overall course average of 70% or better.