

# SOPHIA Learning

## ConRes1001: Conflict Resolution (3 semester credits)

### COURSE DESCRIPTION

Students in this course gain mastery of the basic concepts of conflict resolution and learn how to apply these concepts in real world situations and their own lives. Students will explore key theories and skills associated with conflict resolution in a variety of contexts, including organizational, intercultural, family and interpersonal.

**Course Effective Dates:** March 2013 – Present

**Prerequisite(s):** Entry level Gen Ed course – 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, 3 semester hours in communication and conflict resolution or business management and conflict resolution (5/13).

### LEARNING OUTCOMES

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

1. Describe conflict resolution and theories of conflict.
2. Examine the fundamentals of conflict order.
3. Develop conflict resolution skills.
4. Interpret the role of culture and gender in conflict resolution.
5. Analyze group conflict.
6. Apply the strategies of conflict resolution.

### OUTLINE OF MAJOR CONTENT AREAS

- Definitions, Types, & Sources
- History & Theory
- Stages & Dynamics
- Conflict Styles
- Resolution Processes
- The Role of the Mind
- The Role of Physiology
- The Role of Emotion
- Relational Nature of Conflict
- Core Needs
- Communication Process
- Active Communication
- Positions & Interests
- Understanding Underlying Needs
- Win-win Problem Solving
- Crafting Solutions
- What is Culture?
- Cultural Worldview

- Cultural Communication Styles
- Gender and Conflict Resolution
- Systems Theory and Groups
- Group Dynamics
- Workplace Conflict
- Family Conflict
- International Conflict
- Conflict Analysis
- Conflict Resolution Process Design
- Practical Applications of Conflict Resolution
- Emerging Applications

**GRADING**

This is a pass/fail course. Students are required to complete all 18 formative and 6 summative assessments with an overall course average of 70% or better.