The University of Oklahoma
College of Continuing Education
Advanced Programs – Course Syllabus

Course Title:
Conflict Resolution

Course Number:
HR 5343-101

Course Description:
The broad goals of this seminar include:

1. Supporting student learning about the nature of conflict, the dynamics of conflict, behavioral and cultural issues underlying interpersonal and inter-group conflict, and strategies to reduce, manage or

2. Facilitating the development or enhancement of students’ interpersonal communication, negotiation and conflict resolution skills with an emphasis on interpersonal situations

3. Supporting student efforts to apply conflict resolution concepts and methods to interpersonal, inter-group and organizational situations

The format of this course will be thought-provoking, active, challenging and (I hope) engaging. It will include a combination of mini-lectures, case study analysis, group discussions and exercises, oral presentations, small group interaction and role-playing. These involve a variety of conceptual, analytical and skill building activities.

Class Dates, Location and Hours:

Dates: January 23-25 & 30-February 1, 2015
Location: OCCE, Norman, Oklahoma. Classes are held at the Thurman White Forum Building of OCCE, 1704 Asp Avenue.
Hours: Fri 5:30-9:30 p.m.; Sat 8:30 a.m.-4:30 p.m.; Sun 1:00-5:00 p.m.
Last day to enroll or drop without penalty: December 25, 2014

Site Director: Bethany Neubauer. Phone: 405-325-1263; Fax: 405-325-9148; email: apnorman@ou.edu

Professor Contact Information:

Course Professor: Marilyn A. Durbin
Mailing Address: 4113 Hughes Circle
Norman, OK 73072
Telephone Number: 405-613-2710 (cell)
E-mail Address: Marilyn.A.Durbin-1@ou.edu
Professor availability: The professor will be available via e-mail to students before and after the class sessions. On-site office hours are half an hour before and after each class session, by appointment.

Textbook(s) and Instructional Materials:
Student materials are available at the OU Follett Bookstore located at 1185 Asp Avenue; Norman, OK, and can be ordered online, by phone, by email, or by fax. Ordering online at www.oklahoma.bkstr.com is strongly recommended – students can track the status of their order within 48 hours. If an order has not been shipped within three days, students can contact the Follett textbook manager by phone (405) 325-3511, (800) 522-0772 (toll-free) or email 0831mgr@fheg.follett.com. Phone orders (ask for the textbook manager and identify yourself as an Advanced Programs student) can be placed 8 a.m. to 6 p.m. Monday through Thursday; 8 a.m. to 5 p.m. on Friday; 10 a.m. to 4p.m. on Saturday (CST). Summer hours: 9 a.m.
to 5 p.m. Monday through Friday (CST). Fax orders can be placed 24 hours a day at (405) 325-7770. Text prices are available online.


4. Handouts will be sent by email to students within two weeks before the class begins. These will be used during class. Some handouts will be distributed to students during the course sessions.

Note: Follett is the Advanced Programs contractual textbook provider. Should text changes become necessary after publication of the course syllabus, Advanced Programs will facilitate text returns/refunds only for texts purchased through Follett.

**Course Objectives:**

As a result of this seminar, students will

- Recognize several contemporary perspectives regarding the nature of conflict which pertain to interpersonal communications, to behavior, and to group and inter-group relations
- Discuss these issues and also observe and identify these dynamics through a combination of media-based and live situations
- Recognize the major elements of interpersonal relations, interpersonal communications and conflict resolution methods; demonstrate the application of these methods and skills in role-play, real case situations, and other activities
- Demonstrate an understanding of conflict and conflict resolution issues and approaches through case study analysis, discussion, a mid-term exam, and written essays
- Apply the knowledge and skills learned from this seminar to personal and professional situations and demonstrate your understanding through case study analysis, written assignments and the demonstration of skills through role play, and other activities.

**Course Outline:**

I. Course introduction and overview

II. Societal and other issues that affect our approach to conflict

III. The nature and dynamics of conflict

IV. The importance of culture, perception and their impacts

V. The effective use of questions

VI. Interpersonal communication skills – Part 1 – listening and responding Skills

VII. Interpersonal communication skills – Part 2 – expressive communication and self-presentation skills

VIII. Interpersonal communication skills – Part 3 – assertive communication and feedback

IX. Considerations and steps toward effective conflict resolution – methods and practice
Assignments, Grading and Due Dates:

Attendance, participation, reading of the texts and additional handouts are expected and required. Course requirements fall into three categories: (1) Participation and Effective Completion of in-class assignments and activities, (2) Mid-Course Take-home Exam, and (3) a final paper due three weeks from the conclusion of the class.

Pre-class assignments

Initial Tasks – 3% of grade
1. **A month before the beginning of class**, send me an email (Marilyn.A.Durbin-1@ou.edu) and put the title of the course in the subject line.

2. I will send an email to you and will include a short questionnaire. Please return the questionnaire. This will give me a better idea of each student’s prior education, training and experience as related to conflict resolution. Your responses will support my tailoring the class to meet student experiences.

Pre-class Essay and open-book quiz– 32% of grade

Open-Book Quiz
At least two weeks prior to the beginning of class, I will send you information regarding important areas of content, regarding interpersonal communications and the dynamics of conflict. I will probably send this to you by email with attachments and/or through Desire2Learn,

With this information, I will include a short “open-book” quiz to determine your comprehension of the information provided and to support your integration of that information in reference to important areas of content from the texts.

**Return your quiz to me at least a week before the class begins** and send it to me by email.

Pre-Class Essay
First, read the text, *The Dynamics of Conflict Resolution: A Practitioner’s Guide* by Bernard Mayer. Based upon your understanding of the text, select a theme, either regarding the nature of conflict or a related approach to conflict resolution, and write a three page essay or more. Explain the meanings and potential implications of this information. Demonstrate effective writing skills in your preparation of this essay.

**Email your essay and responses to the quiz to me at least a week before the class begins.**

Post-class paper – 35%

Following the conclusion of the class, select a theme that pertains to at least two of the three texts, and write a paper demonstrating your understanding of the content and of the implications you identify. In addition, relate your explanations about this theme to information and/or experiences gained through the interpersonal interactions during class.

By the second evening of class, I will respond to questions about this assignment and provide additional clarification. **The paper will be due to me within three weeks of the conclusion of the class, February 22, 2015.**

Participation, effective completion of in-class assignments and activities – 30% of grade

This course requirement pre-supposes active engagement of students throughout the class period. Participants will be involved in a variety of in-class activities and small group assignments, such as the completion of short feedback forms, group presentations, etc. Their active involvement in these efforts supports their earning 30% of their grades.
Grading:

This is a letter-graded course: A, B, C, D, or F.

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Due Date</th>
<th>Percent of Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Tasks</td>
<td>December 26, 2014</td>
<td>3%</td>
</tr>
<tr>
<td>Pre-class essay and open-book quiz</td>
<td>NLT January 16, 2015</td>
<td>32%</td>
</tr>
<tr>
<td>Participation, completion of in-class assignments and activities</td>
<td>During course sessions</td>
<td>30%</td>
</tr>
<tr>
<td>Post-class paper</td>
<td>February 22, 2015</td>
<td>35%</td>
</tr>
</tbody>
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Notice: Failure to meet assignment due dates could result in a grade of I (Incomplete) and may adversely impact Tuition Assistance and/or Financial Aid.
Policies and Notices

Attendance/Grade Policy

Attendance and participation in interaction, individual assignments, group exercises, simulations, role playing, etc. are valuable aspects of any course because much of the learning comes from discussions in class with other students. It is expected that you attend all classes and be on time except for excused emergencies.

Excused absences are given for professor mandated activities or legally required activities such as emergencies or military assignments. It is the policy of the University to excuse absences of students that result from religious observances and to provide without penalty for the rescheduling of examinations and additional required class work that may fall on religious holidays. Unavoidable personal emergencies, including (but not limited to) serious illness; delays in getting to class because of accidents, etc.; deaths and funerals, and hazardous road conditions will be excused.

If you are obtaining financial assistance (TA, STAP, FA, VA, Scholarship, etc.) to pay all or part of your tuition cost, you must follow your funding agency/institution’s policy regarding “I” (Incomplete) grades unless the timeline is longer than what the University policy allows then you must adhere to the University policy. Students who receive Financial Aid must resolve/complete any “I” (Incomplete) grades by the end of the term or he/she may be placed on “financial aid probation.” If the “I” grade is not resolved/completed by the end of the following term, the student’s Financial Aid may be suspended make the student ineligible for further Financial Aid.

Students are responsible for meeting the guidelines of Tuition Assistance and Veterans Assistance. See the education counselor at your local education center for a complete description of your TA or VA requirements.

Academic Integrity and Student Conduct

Academic integrity means honesty and responsibility in scholarship. Academic assignments exist to help students learn; grades exist to show how fully this goal is attained. Therefore all work and all grades should result from the student's own understanding and effort.

Academic misconduct is any act which improperly affects the evaluation of a student’s academic performance or achievement. Misconduct occurs when the student either knows or reasonably should know that the act constitutes misconduct. Academic misconduct includes: cheating and using unauthorized materials on examinations and other assignments; improper collaboration, submitting the same assignment for different classes (self-plagiarism); fabrication, forgery, alteration of documents, lying, etc…in order to obtain an academic advantage; assisting others in academic misconduct; attempting to commit academic misconduct; destruction of property, hacking, etc…; intimidation and interference with integrity process; and plagiarism. All students should review the Student’s Guide to Academic Integrity at http://integrity.ou.edu/students_guide.html

Students and faculty each have responsibility for maintaining an appropriate learning environment. All students should review policies regarding student conduct at http://studentconduct.ou.edu/

Accommodation Statement

The University of Oklahoma is committed to making its activities as accessible as possible. For accommodations on the basis of disability, please contact your local OU Site Director.

Course Policies

Advanced Programs policy is to order books in paperback if available. Courses, dates, and professors are subject to change. Please check with your OU Site Director. Students should retain a copy of any assignments that are mailed to the professor for the course. Advanced Programs does not provide duplicating services or office supplies.

Any and all course materials, syllabus, lessons, lectures, etc. are the property of professor teaching the course and the Board of Regents of the University of Oklahoma and are protected under applicable copyright.

For more information about Advanced Programs, visit our website at: http://www.goou.ou.edu/
INSTRUCTOR VITA
Marilyn A. Durbin

Education

• Masters of Arts Degree (MA), Human Relations, University of Oklahoma
• Bachelors of Arts Degree (BA), Philosophy, University of Oklahoma
• Extensive post-graduate, professional training received over a thirty-seven year time frame from professional associations and institutes, including several through NTL (National Training Laboratory, Institute in Applied Behavioral Science). Most recently, received training and certification as a John Maxwell coach, teacher and speaker and training and pending certification in Co-Active Coaching. These professional seminars and training involved coaching, human resource development (HRD), performance technology, and organization development consulting, including training in process consultation, group facilitation and supporting the development of effective organizational teams.

Current Positions

• Adjunct Assistant Professor, University of Oklahoma, Advanced Programs assistant professor from 1973 through 1985 and from 1995 through 2011; also taught undergraduate courses through the College of Liberal Studies (1997-2006).
• President, Transitions & Transformations, LLC
• Prior background includes management and professional positions in corporate, federal, state, and nonprofit organizations throughout a forty year time frame. Background includes twenty years HRD related management positions, primarily in corporate and nonprofit organizations.

Frequently Taught Advanced Programs Courses

Most Recent Courses

• Group Dynamics – 2014
• Nonverbal Behavior in Human Relations - 2014
• Conflict Resolution in Human Relations, 2006 - 2013
• Applied Interpersonal Dynamics, 2007 - 2011
• Issues in Human Relations Training, 2006 - 2010
• Process Consultation, 4 courses, 1999 – 2001

Earlier Courses

• Group Dynamics
• Advanced Group Dynamics
• Applied Interpersonal Dynamics
• Interpersonal Dynamics
• Nonverbal Behavior in Human Relations

Miscellaneous Additional Courses

• Seminar in Organizational Change and Development
• Leadership in Organizations
• Training Interventions and Practice
• Issues in Human Relations Training
• Human Relations in Industry

Undergraduate Liberal Studies Courses – 1997 - 2006

• Conflict Resolution, 1997 – 2006
• Introduction to Liberal Studies, Administrative Leadership Concentration, 1997 – 2005
Major Areas of Teaching and Research Interest

- Emotional and Social Intelligence and Leadership applications
- Interpersonal communications, helping skills and life and leadership coaching
- Conflict resolution
- Learning and Development (Human resource development)
- Prisoner Re-entry issues and needs
- Issues of class and poverty in America
- Process consultation and organization development
- Group dynamics – group problem solving, participatory decision-making and facilitation
- Intergroup relations

Representative Publications and Presentations

Numerous internal, proprietary publications, articles, instructional manuals, and training materials developed for corporate, nonprofit, federal and state agencies while in those organizations’ employ over a thirty year time frame

Representative Honors and Awards Received

Numerous professional achievement awards received from corporate, university and federal employers