Course Title:
Conflict Resolution

Course Number:
HR 5343-220

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: November 19-24, 2013
Location: Classes held at Building 2784, Room 301, Kapaun Air Station on Vogelweh Air Base.
Hours: Tue-Fri 6:00-9:30 p.m.; Sat-Sun 8:30 a.m.-4:30 p.m.
Last day to enroll or drop without penalty: October 21, 2013

Site Director:
Kendra Burnside. Assistant: Janee LeFrere. Phone: DSN 480-6807, Civilian 06371-47-6807; Fax: 06371-479839; E-mail: apramstein@ou.edu

Professor Contact Information:
Course Professor: Marilyn A. Durbin
Mailing Address: 4113 Hughes Circle
Norman, OK 73072
Telephone Number: 405-613-2710 (cell)
Fax Number: 405-325-1311 (office)
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. Orders can be placed online at www.oklahoma.bkstr.com. Faxed orders may be placed 24 hours a day at (405) 325-7770. Representatives are available by phone at (405) 325-3511 or (800) 522-0772 (toll-free) or E-mail at 0831mgr@fheg.follett.com from 8 a.m. to 6 p.m. Monday through Thursday; 8 a.m. to 5 p.m. on Friday; and 10 a.m. to 4 p.m. on Saturday (CST). Summer hours: 9 a.m. to 5 p.m. Monday through Friday (CST). (Text prices are available online.)


4. Materials posted on the OU Desire to Learn (D2L) system: Access D2L at http://learn.ou.edu; enter your OU NetID (4+4) and password, and select course to access material. Please contact your local Site Director if you require assistance.

5. Handouts will be sent by email to students within two weeks before the class begins. These will be used during class.

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 Quiz and Essay – 32% of grade

1. 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.

2. 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.

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.

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. 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 Honesty

Honesty is a fundamental precept in all academic activities and … [you] have a special obligation to observe the highest standards of honesty. Academic misconduct in any form is inimical to the purposes and functions of the University and is therefore unacceptable and is rigorously proscribed. Academic misconduct includes:

- cheating (using unauthorized materials, information, or study aids in any academic exercise), plagiarism, falsification of records, unauthorized possession of examinations, intimidation, and any and all other actions that may improperly affect the evaluation of a student’s academic performance or achievement; assisting others in any such act; or attempting to engage in such acts.

All acts of academic misconduct will be reported and adjudicated as prescribed by the student code of the University of Oklahoma. All students should review the “Student’s Guide to Academic Integrity” found at [http://www.ou.edu/provost/integrity](http://www.ou.edu/provost/integrity)

Accommodation Statement

The College of Continuing Education [Advanced Programs] is committed to making its activities as accessible as possible. For accommodations on the basis of disability, please contact your 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.

Copyright

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/](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). These professional seminars and training involved human resource development (HRD), performance technology, and organization development consulting, including training in process consultation, group facilitation, team building, and socio-technical systems design.

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).
- Project Manager - Program development, group facilitation, consultation and training – Center for Public Management, University of Oklahoma.
- 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
- Applied Interpersonal Dynamics, 2007 - 2011
- Issues in Human Relations Training, 2006 - 2010
- Conflict Resolution in Human Relations, 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, and 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
- Human resource development
- Interpersonal communications, helping skills and nonverbal behavior
- Conflict resolution
- Process consultation and organization development
- Group dynamics – group problem solving, participatory decision-making and facilitation
• Intergroup relations
• Issues of class and poverty in America

**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