1. **Course Description**

Inevitably in the practice of health and human services professionals are called upon to address conflict. However, for many professionals conflict produces both personal and professional challenges. This course is designed to identify the elements of social conflict focusing on a variety of theoretical approaches for conflict resolution and to develop skills appropriate in a variety of professional settings. In addition, participants explore their own dominant mode of handling conflict and discuss discipline specific opportunities for application of a model. This course also explores cultural and gender aspects of resolving conflicts. Finally, participants are introduced to advances and innovations in conflict resolution.

Generalist practice consists of an eclectic knowledge base, professional values (manifested in the NASW Code of Ethics), application of a wide range of skills, ability to work/intervene in various target systems (individual, family/group, organization, community), working in an organizational setting (including supervision), application of professional roles/functions, ability to critically reflect in the practice setting and finally, application of the planned change process (problem solving, systems, strengths perspectives). K. Kirst-Ashman & G. Hull, Generalist Practice with Organizations & Communities (2002)

**Goals of the Social Work Program**

1. Prepare students for beginning level generalist practice with individuals, families, small groups, organizations, and communities.
2. Prepare students to practice with diverse populations.
3. Promote professional student identities incorporating social work ethics and values.
4. Prepare students for continued professional growth and development.
5. Understand and apply the knowledge, and skills for professional social work practice.

**Objectives:** Students will be able to:

1. Understand and relate the historical antecedents of the social work profession with contemporary issues and future trends (FPO: 1,3,5).
2. Apply the problem-solving and systems perspectives when intervening with individuals, families, small groups, organizations and communities (FPO: 1,3,B6,8).
3. Understand and apply social work values and ethics in the context of professional practice (FPO: 2,3,5).
4. Appreciate and exhibit professional use of self in generalist practice and the appropriate use of supervision (FPO :3,4,9,10,11).
5. Understand/assess/employ appropriate social and organizational change within a social work organization, and social work delivery system (FPO: 1,3,5,8,12).
6. Analyze social policies and services effecting clients, social workers, and social agencies (FPO 3,8,9,10).
7. Apply principles, concepts and theories of evaluation to undergraduate generalist social work practice (FPO: 1,3,9).
8. Employ social work interventions sensitive to diverse, oppressed and disenfranchised populations (FPO: 1,3,4,10,11)
9. Apply the strengths perspective when working with individuals, families, small groups, organizations and communities (FPO: 1,3,4,B6,10).
10. Apply critical thinking skills when working with individuals, families, small groups, organizations and communities (FPO: 1,3,8,11,12)

2. **Course Objectives**
Knowledge

Students will be able to:

♦ Describe the purpose and function of conflict and causal elements of social conflict
♦ Understand the theories of dispute resolution from negotiation to arbitration
♦ Apply the 9 step interest based mediation model
♦ Understand the continuum of practice methodologies
♦ Apply the practice standards of mediators in their respective disciplines
♦ Appreciate the differences between the students individual approaches to conflict the etiology of that approach
♦ Understand the variety of cultural responses to conflict

Skills

Students will be able to:

♦ Define situations in their respective disciplines where conflict resolution is an appropriate response to a situation
♦ Assess their individual approach to conflict
♦ Determine the factors that make a case appropriate for conflict resolution
♦ Determine a methodology to approach conflict resolution
♦ Develop introductions and opening statements in a conflict resolution
♦ Apply problem definition process in conflict resolution
♦ Develop clarification questions
♦ Identify issues that maintain conflict
♦ Establish options with parties
♦ Set an agenda with parties
♦ Write a mediation agreement
♦ Provide closure with parties in the conflict resolution process

Values:

Students will be able to:

♦ Appreciate the societal context of conflict such as a "rights based" approach to conflict
♦ Appreciate a variety of cultural approaches to conflict
♦ Appreciate gender issues associated with conflict
3. **Course Materials:**


**Readings:**


4. **Course Requirements:**

Case Study (worth 300 points)
Include the following:

- Development a case study applicable to your respective professional setting
- Review at least 5 research articles on conflict resolution applicable to the case study develop an abstract for each article to present in class
- Conduct a role-play using mediation as a method of conflict resolution
- Prepare a written agreement
- Evaluate the effectiveness of the intervention
- Present the case in class

**Exams:**
- Midterm - 50 points
- Final - 50 points

**Grading:**

A=93-100%  B+=87-92%  B= 83-86  C+=77-81%  C=72-76%
D=62-71%   F=61% and below

5. **Course Expectation:**

Honesty policy: the policy on academic honesty is starkly enforced (see page 82 of the University handbook). Academic misconduct
includes but is not limited to, presenting the work of others as ones own, not properly citing materials, etc. In pre-professional courses it is expected that any sharing of "client" material be disguised and that the ethics of confidentiality be adhered to.

Attendance: students are expected to attend and participate in all classes. Students are responsible for all information presented during the missed class. Each absence in excess of three

**COURSE SCHEDULE**

<table>
<thead>
<tr>
<th>Day</th>
<th>Topic</th>
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<tbody>
<tr>
<td>Monday May 15</td>
<td>Introductions to conflict and the rights based approach to conflict</td>
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<td>Evaluating cultural responses to conflict</td>
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<td>Evaluating gender responses to conflict</td>
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<td>Exercise: examination of personal approaches to conflict - &quot;person centered, position centered, interest centered - you decide&quot;</td>
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<td>Reading: Kruk - Chapter 1 &quot;Mediation and Conflict Resolution in Social Work and Human Services&quot;</td>
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<td>Definitions of mediation and conflict resolution</td>
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<td>Issues and trends in conflict resolution</td>
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<td>Brief overview of the skills</td>
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<tr>
<td>Tuesday May 16</td>
<td>Introduction to conflict resolution in health and human services: Issues, debates and trends</td>
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<td>The 9 step interest based model of mediation and other theoretical approaches</td>
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<td>Exercise: examination of competition, compromise, collaboration and cooperation</td>
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<td></td>
<td>Reading: Kruk - Chapter 2 &quot;Mediation of Couple and Family Disputes&quot;</td>
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<td>Family mediation and therapy contrasts and comparisons</td>
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<td>Solution and process interventions</td>
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<td>Stages of interventions</td>
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<td>Chapter 3 &quot;Comprehensive Divorce Mediation&quot;</td>
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<td>Alternatives to mediation</td>
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<td>Wednesday May 17</td>
<td>Mediation of couple and family disputes</td>
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<td>Exercise: Examining factors that make a case appropriate for mediation</td>
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<td>Speakers: John Miller and John Brownnigg &quot;from mediation to arbitration&quot;</td>
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<td>Reading: Krug - Chapters 4 &quot;Parenting Disputes in Divorce: Facilitating the Development of Parenting Plans&quot;</td>
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<td>Chapter 5 &quot;Postdivorce Mediation with Stepfamilies&quot;</td>
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<td>Stages of development in stepfamilies</td>
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| Thursday  
May 18 | Mediation in parenting disputes  
Parent-child disputes  
Child protection  
Adoption  
Examining a case study - "Mediation: An alternative to the adversarial process  
Reading: Kruk - Chapters 6 "Parent Child Mediation"  
Changing families  
Private or joint mediation  
Chapter 7 "Child Protection Mediation"  
Rationale for child protection mediation  
Chapter 8 "Applying Mediation to the Field of Adoption"  
Elements of pre-placement mediation  
An alternative to permanency planning  

Exam 1  

| Monday  
May 22 | Caregiving mediation in health care settings from disabilities  
To insurance situations  
Speaker: Linda Lazur, R.N., Ph.D  
Exercise: Asking questions, open vs. closed, direct vs, indirect  
Reading: Kruk - Chapters 9 "Mediation in the Aging Field"  
Not all problems are mediatable  
Chapter 10 "Caregiving Mediation in Health Care Settings"  
Understanding who are the parties?  
Power imbalances  
Chapter 11 "An Intervention to Facilitate the Empowerment of Mental Health Consumers"  
Understanding the reform movements  
Research in mental health mediation  

| Tuesday  
May 23 | Mediation in the school system  
Exercise: Problem clarification - how to get to mutual interests  
Reading: Kruk - Chapter 14 "Mediation: Facilitating the Development of Peer Mediation Programs:"  
Understanding peer mediation  
Establishing programs  

| Wednesday  
May 24 | Culturally competent practice  
Speakers: Dr. Herb Grandbois, Ricado Ariza and Dr. Ashton Welsh  
Readings: Kruk - Chapter 18 "Multicultural Reality: A Culturally Competent Practice"  
Relationship between conflict and culture  
Individualist vs. collectivist cultural perspectives  

| Thursday  
May 25 | A review of the literature: what's new, what works and what doesn't work  
Presentations on the literature reviews  
Exercise: Agenda setting |


