

GENERAL INFORMATION			
Name: Dr. S. Neimand	Phone #: 76152		
Course Prefix/Number: EEX 4614	Course Title: Conflict Resolution		
Number of Credits: 3			
Degree Type:	<input type="checkbox"/> B.S. <input type="checkbox"/> B.A.S <input type="checkbox"/> A.A. <input type="checkbox"/> A.S. <input type="checkbox"/> A.A.S. <input type="checkbox"/> C.C.C. <input type="checkbox"/> A.T.C. <input type="checkbox"/> V.C.C <input checked="" type="checkbox"/> N.D. (Non-Degree)		
Date Submitted/Revised: 9/11/08	Effective Year/Term: 2008-2		
<input checked="" type="checkbox"/> New Course Competency <input type="checkbox"/> Revised Course Competency			
Course to be designated as a General Education course (part of the 36 hours of A.A. Gen. Ed. coursework): <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
The above course links to the following Learning Outcomes: <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <input checked="" type="checkbox"/> Communication  <input type="checkbox"/> Numbers / Data  <input checked="" type="checkbox"/> Critical thinking  <input checked="" type="checkbox"/> Information Literacy  <input checked="" type="checkbox"/> Cultural / Global Perspective             </td> <td style="width: 50%; vertical-align: top;"> <input checked="" type="checkbox"/> Social Responsibility  <input checked="" type="checkbox"/> Ethical Issues  <input checked="" type="checkbox"/> Computer / Technology Usage  <input type="checkbox"/> Aesthetic / Creative Activities  <input checked="" type="checkbox"/> Environmental Responsibility             </td> </tr> </table>		<input checked="" type="checkbox"/> Communication <input type="checkbox"/> Numbers / Data <input checked="" type="checkbox"/> Critical thinking <input checked="" type="checkbox"/> Information Literacy <input checked="" type="checkbox"/> Cultural / Global Perspective	<input checked="" type="checkbox"/> Social Responsibility <input checked="" type="checkbox"/> Ethical Issues <input checked="" type="checkbox"/> Computer / Technology Usage <input type="checkbox"/> Aesthetic / Creative Activities <input checked="" type="checkbox"/> Environmental Responsibility
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Course Description (limit to 50 words or less, <b>must correspond with course description on Form 102</b> ):  This course emphasizes techniques and procedures designed to assist individuals in their development as self-directed problem solvers. Students will learn ways to assess and de-escalate conflict situations utilizing a cross-cultural perspective and research-based techniques. A conflict resolution program will be developed for implementation the organizational or school site.			
Prerequisite(s): Must possess a B.S. degree	Corequisite(s):		

**Course Competencies:** (for further instruction/guidelines go to: <http://www.mdc.edu/asa/curriculum.asp>)

Upon completion of this course, the student will:

Competency 1: Recognize the nature of conflict and its societal implications by:

- a. Researching and writing about the major theories and contexts of conflict.
- b. Classifying and discussing the social and psychological aspects of conflict including the influence of gender and culture.
- c. Comparing and contrasting the origins and nature of the various categories of conflict ranging from family conflict to political terrorism.
- d. Identifying and developing instructional strategies and activities that promote a peaceful environment.

Competency 2: Demonstrate how to de-escalate conflict situations by:

- a. Assessing conflict situations from a cross-cultural perspective.
- b. Identifying the causes and physical signs of anger.
- c. Differentiating methods of handling anger.
- d. Developing proficiency in anger management strategies.
- e. Reflecting on ones' own anger management system.

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- f. Researching the process of conflict and its stages.
- g. Comparing and contrasting conflict and violence.
- h. Identifying and evaluating styles of handling conflict.
- i. Examining levels of interventions and processes in the field of conflict resolution and the effects of each.

Competency 3: Analyze and resolve bullying by:

- a. Defining bullying as a form of abuse.
- b. Differentiating the many forms of bullying including cyberbullying.
- c. Identifying the traits of the bully and the victim.
- d. Developing and designing bullying prevention management plans for the student, classroom, and school.

Competency 4: Train mediators and implement a mediation program in the educational/organizational setting by:

- a. Analyzing successful elements of research-based Conflict Resolution/ Peer Mediation programs in florida and the U.S.
- b. Differentiating between the processes of conflict resolution and mediation.
- c. Researching and discussing the activities that normally occur prior to mediation in the school/social setting.
- d. Examining the steps of the mediation process.
- e. Actively experiencing research-based mediator training.
- f. Applying mediation and conflict resolution techniques at the organizational level as facilitative leaders.
- g. Evaluating issues inherent in the change process.
- h. Devising and implementing a mediation program in the school setting.
- i. Developing and designing a crisis management plan including strategies for student restraint.

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