CANADORE
college

COURSE NAME:	HRP112 Applied Mediation Skills/Conflict Resolution

Credit Value: 2
Total Course Hours: 28
Prerequisite Course(s): None
Corequisite Course(s): None

COURSE DESCRIPTION

This course provides you with an understanding of the dynamics of conflict in the workplace. Students will examine a number of different strategies for resolving workplace conflict including enhanced communication and the skills to facilitate effective resolution. Understanding conflict, interest and need, active listening, informal and formal mediation, finding collaborative approaches and options available to creating solutions will be discussed.

PLAR INFORMATION

This course is not eligible for Prior Learning Assessment and Recognition.

COURSE LEARNING OUTCOMES

Upon completion of this course, the student will have reliably demonstrated the ability to:

1.0 Understand basic negotiation behaviour characteristics and how they affect your interaction and communication style in negotiating and resolving conflict.

1.1 Explain negotiation and emphasize the personal nature of negotiation.

1.2 Know your own personality - self-knowledge and appreciation for individual differences.

1.3 Identify key aspects of major personality theories most relevant to conflict, negotiation and persuasion.

1.4 Explain conflict and understand the difference between managing, resolving, and avoiding conflict.

1.5 Distinguish between conflict attitude and negotiation style.

1.6 Compare the four key negotiating temperaments.

1.7 Analyze how your personality affects your negotiating temperament.

1.8 Understand communication and learn rules for effective listening and speaking in negotiation.

1.9 Recognize signs of destructive conflict in negotiation and what to do when they arise.

1.10 Understand what culture is and appreciate culture and potential gender differences in

negotiation.

2.0 Analyze interests and goals in negotiations and review selected psychological theories that help to understand the importance of perception and power in negotiation.

2.1 Differentiate between different types of interests and goals relevant in negotiation and how they affect your strategy.

2.2 Understand the importance of reviewing and adjusting perceptions and attitudes in a conflict situation.

2.3 Assess and use various sources of power in negotiation.

2.4 Distinguish between real and perceived power in negotiation.

3.0 Examine passivity, hostility and anger control in order to build your constructive assertion skills.

3.1 Differentiate between passivity, aggression, and assertion and assess your current level.

3.2 Recognize aggression and its impact on negotiation.

3.3 Summarize the dynamics of anger and anger management and explore how assertive behavior impacts your negotiating and communication style.

4.0 Examine additional theories from cognitive

psychology relative to persuasion to improve your skills.

4.1 Review factors that influence persuasion and explain the difficulties related to persuasion.

4.2 Explore the fundamental keys of persuasion and how they are applied.

4.3 Understand in what situations persuasion is unlikely.

4.4 Describe how diplomacy is used in the act of persuasion.

5.0 Apply psychological and sociological factors to the conflict and negotiation framework.

5.1 Summarize the guiding principles for conducting negotiations.

5.2 Describe the most common mistakes made in negotiation.

5.3 Recognize the framework for negotiation strategies.

5.4 Explain the key terms used in negotiation.

5.5 Understand and explain strategic behavior in negotiation.

5.6 Describe the preparation stage of negotiation.

6.0 Examine negotiation tactics used to develop alternative techniques and strategies.

6.1 Describe the initiation stage, tone, process and style and explain their importance.

6.2 Review the specific tactics used throughout the negotiation process.

6.3 Understand the impact of deception and ethics in negotiation and how you can maintain your own personal integrity.

6.4 Explain the additional complexities presented by team negotiation.

6.5 Identify the benefits and how to avoid the detriments of team negotiation.

7.0 Explain the importance of conflict resolution skills in public relation and leadership and review the role that third parties can play in the conflict resolution process.

7.1 Describe how leadership encompasses negotiation and persuasion.

7.2 Explain the personal characteristics that affect leadership behavior.

7.3 Understand the relationship between public relations and negotiation/persuasion.

7.4 Identify third-party intervention processes and explain when they are used.

7.5 Describe the skills required to be a third-party interventionist.

8.0 Demonstrate mastery of lesson content by developing your personalized negotiation strategy in a practical setting by applying an intervention process to a conflict scenario.

8.1 Identify tactics that likely will and will not work for you.

8.2 Describe how you can develop your personalized negotiation strategies and now how to evaluate your negotiation effectiveness.

8.3 Explain under what conditions negotiations stall and how to deal with it.

8.4 Understand what is meant by applying collaborative techniques in competitive and avoidance systems.

GENERAL EDUCATION

This is not a General Education course.

ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES

This course contributes to the following Ministry of Colleges and Universities approved essential employability skills (EES) outcomes:

1. Communicate clearly, concisely, and correctly in the written, spoken, and visual form that fulfils the purpose and meets the needs of the audience.

2. Respond to written, spoken, or visual messages in a manner that ensures effective communication

4. Apply a systematic approach to solve problems

5. Use a variety of thinking skills to anticipate and solve problems

8. Show respect for the diverse opinions, values, belief systems, and contributions of others

9. Interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals.

10. Manage the use of time and other resources to complete projects.

11. Take responsibility for one's own actions, decisions, and consequences.

EXTERNAL COURSE ACCREDITATIONS AND CONDITIONS

COURSE EVALUATION

Quizzes

Discussion/Blog

Participation

PROGRAM SPECIFIC GRADING

Quizzes valued at 50% of overall mark

Blogs/Discussion valued at 40% of overall mark

Participation valued at 10% of overall mark

GRADING SYSTEM

A+:	90-100%	B+:	77-79%	C+:	65-69%	D:	50-54%	S - Satisfactory
A:	85-89%	B:	73-76%	C:	60-64%	F:	0-49%	I - Incomplete
A-:	80-84%	B-:	70-72%	D+:	55-59%			F- Repeat Course, included in GPA
								FS- Failure Supplemental
								FR- Repeat course, excluded from GPA

*For a complete chart of grades and descriptions, please see the Grading Policy.

LEARNING RESOURCES

Other Resources:

Conflict Management Barbara A. Budjac Corvette ISBN 0-13-119323-6 Pearson Education

Resources listed on the course outline support the achievement of learning outcomes, and may be used throughout the course to varying degrees depending on the instructor's teaching methodology and the nature of the resource.

LEARNING ACTIVITIES

Discussion/Blogs

DELIVERY MODE

This course may be delivered, in whole or in part, in a number of modalities, including in class, online, hybrid, in a synchronous or asynchronous manner or a combination thereof, as per accreditation and/or regulatory standards where appropriate.

EXPERIENTIAL LEARNING & INTERPROFESSIONAL EDUCATION

All full-time programs of study at Canadore College strive to provide students with opportunities for experiential learning and interprofessional education. This course provides students with both experiential learning (EL) opportunities and interprofessional education (IPE) through:

Workplace/Lab Simulation (EL)
        Simulations (IPE)
        Projects (IPE)

ACADEMIC POLICIES

Canadore College is committed to the highest standards of academic integrity, and expects students to adhere to these standards as part of the learning process in all environments. The College's Academic Integrity policy seeks to ensure that all students understand their rights and responsibilities in upholding academic integrity and that students receive an accurate and fair assessment of their work. Please review the Academic Integrity policy (A-18) and other academic policies found on our website: https://www.canadorecollege.ca/about/policies.

COLLEGE POLICIES

- Protecting human rights in support of a respectful college community

For college policies please see: http://www.canadorecollege.ca/about-us/college-policies.

STUDENT SUCCESS SERVICES - Your Success Matters!

Student Success Services provides student-focused services to facilitate students' success in their studies. Staff provide support by reducing and/or removing educational–related barriers through individualized accommodations and supports to students with disabilities.

Please visit our webpage to learn more: https://www.canadorecollege.ca/support/student-success-services or look for our events on social media.

To connect with Student Success Services email studentsuccessnow@canadorecollege.ca or call 705.474.7600 ext 5205.

FIRST PEOPLES' CENTRE:

A culturally safe environment offering CONFIDENTIAL student focused services, drop in or make an appointment to access:

- One on one counselling
- Elder in residence program
- Peer tutoring
- Peer mentorship
- Lunch & learn workshops on study skills, self-care, life skills
- Learning Resource Centre

Drop by our offices at C254 College Drive, E101 Commerce Court or call 705 474 7600 Ext. 5961 College Drive / 5647 Commerce Court.

https://www.canadorecollege.ca/experience/indigenous-student-experience

WAIVER OF RESPONSIBILITY

Every attempt is made to ensure the accuracy of this information as of the date of publication. The college reserves the right to modify, change, add, or delete content.

HISTORICAL COURSE OUTLINES

Students use course outlines to support their learning. Students are responsible for retaining course outlines for future use in applications for transfer of credit to other educational institutions.