



## HSWR-211 – Conflict Resolution

### Health and Human Services

**Effective Term & Year:** Fall 2022  
**Course Outline Review Date:** 2025-04-01

**Program Area:** Child Youth and Family Studies

#### Description:

This course provides students with an introduction to the theory, process, and skills of conflict resolution in child, youth, and family related conflicts. The course will introduce students to the core elements of conflict, restorative justice, mediation, and negotiation, and will provide the opportunity for students to develop skills for negotiating personal and professional disputes.

#### Program Information:

This course is a requirement for the Human Service Work Diploma.

**Delivery Methods:** Online

**Credit Type:** College of the Rockies Credits

**Credits:** 3

#### Instructional Activity and Hours:

Activity	Hours
Classroom, Directed Studies or Online Instruction	45
Seminar/Tutorials	
Laboratory/Studio	
Practicum/Field Experience	
Co-op/Work Experience	
Other	
<b>Total</b>	<b>45</b>

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**Course Requisites:**

- Earned a minimum grade of C+ (65%) in at least 1 of the following:
  - ENFP 12 – English First Peoples 12
  - ENST 12 – English Studies 12
  - ENGL090 – English – Provincial Level

**Flexible Assessment:** Yes

In some cases students may be able to apply for recognition of prior learning outside the classroom. This flexible assessment process provides equivalent course credit. It is a rigorous process that may include external evaluation, worksite assessment, demonstration, standardized test, self-assessment, interview, products/portfolio, and challenge exam, or other measures as appropriate. Tuition fees apply. Contact an education advisor for more information.

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**Course Transfer Credit:**

For information about receiving transfer credit for courses taken at either British Columbia or Alberta institutions, please see <https://www.bctransferguide.ca/> or <https://transferalberta.alberta.ca> . For more transfer credit information, please visit <https://www.cotr.bc.ca/Transfer>

All requests for course transfer credit from institutions in British Columbia or elsewhere should go to the College of the Rockies Enrolment Services office.

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**Textbook Resources:**

Textbook selection varies by instructor and may change from year to year. At the Course Outline Effective Date the following textbooks were in use:

Fisher, R., Ury, W., & Patton, B. (2011). *Getting to yes: Negotiating agreement without giving in*. (3rd ed.). New York: Penguin Group.

Haig, J., Raikes, G., & MacMillan, V. (2018). *Cites & sources: An APA documentation guide*. (4th ed). Toronto, Ontario: Nelson Publishing.

Harper, G. (2004). *The joy of conflict resolution: Transforming victims, villains and heroes in the workplace and at home*. Gabriola Island, Canada: New Society Publishers.

Please see the instructor's syllabus or check COTR's online text calculator <https://textbook.cotr.bc.ca/> for a complete list of the currently required textbooks.

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### Learning Outcomes:

Upon the successful completion of this course, students will be able to:

- identify personal, cultural, and societal factors that shape beliefs and behaviours in conflict;
  - analyze advantages and disadvantages of different conflict styles and describe the appropriate uses of each;
  - identify key theoretical components of mediation, negotiation, and restorative justice models of conflict resolution;
  - describe underlying beliefs, goals, and conditions that support collaborative conflict resolution;
  - develop effective communication skills for conflict situation;
  - apply various conflict resolution models to personal and professional practice based scenarios; and
  - demonstrate common conflict resolution strategies and processes.
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### Course Topics:

- Roles, Definitions, Ethics, and Theory
- The Reflective Practitioner
- Values and Conflict Styles
- Basic Skills and Interpersonal Effectiveness
- Negotiation Skills
- Mediation Skills
- Restorative Justice
- Multicultural Considerations
- Group Mediation

*See instructor's syllabus for the detailed outline of weekly readings, activities and assignments.*

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## Evaluation and Assessments

### Assessment Type: Online

Assessment Type	% of Total Grade
Weekly Discussions & Activities	20%
Conflict Resolution Assignment	30%

Concept Summaries	30%
Quiz	20%
Total	100%

## Grade Scheme

A+	A	A-	B+	B	B-	C+	C	C-	D	F
>=90	89-85	84-80	79-76	75-72	71-68	67-64	63-60			<60

**Pass requirements:** A passing average (60% or higher) on all assignments and evaluations.

### Exam Attendance:

Students must attend all scheduled exams at the appointed time and place. Instructors may approve an alternate exam to accommodate an illness or personal crisis. Department heads will consider other written requests. Any student who misses a scheduled exam without prior approval will receive a "0" on the exam.

### Academic Policies:

College of the Rockies policies related to courses can be found at <https://cotr.bc.ca/about-us/college-policies/> and include the following:

- Policy 2.4.3 Students with Documented Disabilities
- Policy 2.4.4 Student Conduct (plagiarism, other cheating, behavioral misconduct)
- Policy 2.5.8 Academic Performance
- Policy 2.5.3 Grade Appeal
- Policy 2.4.9 Student Concerns Re Faculty

### Equivalent Course(s) and Course Code Changes

Prior Course Code: CYFS 211

Date changed: January 2010

### Course Changes:

The College of the Rockies updates course outlines regularly to meet changing educational, employment and marketing needs. The instructor will notify students in writing of any updates to this outline during the semester. The instructor reserves the right to revise, add or delete material while meeting the learning outcomes of this course outline.

