

\*\*Syllabus subject to change

Southern Methodist University  
Annette Caldwell Simmons School of Education and Human Development  
Dispute Resolution and Conflict Management  
5228 Tennyson Parkway Suite 118  
Plano, TX 75024  
972-473-3425

## Fall Term

### Instructor Information

Instructor: Dr. Betty Gilmore

Email: [bgilmore@smu.edu](mailto:bgilmore@smu.edu)

Hours: By appointment, Suite 118

### HDDR 6319 Psychology of Conflict

**Course Description:** This course examines the psychological dynamics associated with the process and consequences of conflict. We will ask how people understand, explain and respond to the various conflicts that comprise their reality: internal, interpersonal and inter-group struggles. Cognitive, affective and motivational processes will be presented and discussed in the context of different philosophical and scientific explanations. We will explore the moral, political and cultural dimensions of conflict as they shape the identity of individuals and groups.

**Class Time: Thursdays:** 6-10:15pm

### Credit:

3 hours

<http://smu.edu/education/disputeresolution/coursedescriptions.asp>

### Required Reading

*The Dynamics of Conflict: A guide to engagement and intervention. (2<sup>nd</sup> Ed.)* Mayer.  
IBN:9780470613535

Additional reading materials will be provided by instructor

## **Course Objectives**

1. Students will learn concept and dimensions of conflict, including their own style.
2. Students will learn to diagnose, analyze, and be strategic in the response to conflict.
3. Students will learn to synthesize material, discuss theories, and show mastery of concepts.
4. Students will learn to distinguish between constructive and destructive conflict.
5. Students will come to identify the elements that make up intractable conflict.

## **Learning Outcomes**

1. Students will identify their own conflict style including strengths and weaknesses.
2. Students will have tools and knowledge to diagnose, analyze and be strategic in response to conflict.
3. Students will gain insight to their own and other's perceptions on conflict.
4. Students will acquire tools/ technique to manage conflict.
5. Students will apply knowledge, insight, and tools/ techniques in group discussions and assigned papers.

## **Teaching Methods**

This class is designed to build analytic ability and increase knowledge that can be applied in various collaborative processes and conflict situations. We will do active learning through discussion, skill building techniques and case analyses. It is very important that you complete assigned readings by the due date. Class activities will be based on the readings.

## **Course Assignments**

- 1. Short Paper- Self Assessment 20%**  
Rubric will be provided in class
- 2. Major Paper- Personal Conflict Analysis 50%**  
Rubric will be provided in class
- 3. Online Discussion forum assignments 20%**  
Rubric will be provided in class
- 4. Class Participation, Readings, and Class Absences – 10%**

Date	Topics	Readings
August 7	Course Introduction Review of Syllabus Conflict Assessment (Conflict Dynamics Profile) ***Must be taken before the first day of class	Conflict Dynamics Profile ***Must be taken before the first day of class
August 14	Human Behavior in Conflict  Self-Management/Mindfulness/Emotional Intelligence  Emotion and Stress	TBD
August 21	Continued	TBD
August 28	Conflict Analysis	Text: Preface, Chapter 1, 2  <i>The Handbook of Conflict Resolution, Theory and Practice:</i>  <a href="http://books.google.com/books?id=rw61VDID7U4C&amp;pg=PA120&amp;lpg=PA120&amp;dq=peter+coleman+power+and+conflict&amp;source=bl&amp;ots=zbmnt-rsSp&amp;sig=f1s_LUj2dNVVoALgP2ENcprQtyRU&amp;hl=en&amp;sa=X&amp;ei=KxQBUruQOcHhygGkhYCOAw&amp;ved=0CDgQ6AEwAg#v=onepage&amp;q=peter%20coleman%20power%20and%20conflict&amp;f=false">http://books.google.com/books?id=rw61VDID7U4C&amp;pg=PA120&amp;lpg=PA120&amp;dq=peter+coleman+power+and+conflict&amp;source=bl&amp;ots=zbmnt-rsSp&amp;sig=f1s_LUj2dNVVoALgP2ENcprQtyRU&amp;hl=en&amp;sa=X&amp;ei=KxQBUruQOcHhygGkhYCOAw&amp;ved=0CDgQ6AEwAg#v=onepage&amp;q=peter%20coleman%20power%20and%20conflict&amp;f=false</a>
September 4	Communication and Culture in Conflict  De-escalation	Text: Chapters 4
September 11	Forgiveness, Apology and Reconciliation	TBD

	Restorative Practices Guest Lecturer	
September 18	Conflict Resolution Processes Impasse Skype with Bernie Mayer	Text: Review Chapters 5, 8, 9 TBD
September 25 *	Value Based Conflicts **Online Portion	TBD
October 2 *	Conflict and Society **Online Portion	TBD
October 9	Intractable Conflict Guest Lecturer	Text: 10,11,12 <b>Written Assignment #2 Due</b>

### Evaluation of Class Participation & Reading Assignments

	<b>Needs Improvement 80-83</b>	<b>Developing 84-89</b>	<b>Accomplished 90-93</b>	<b>Exemplary 94-100</b>
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<b>Preparation for class/ class discussion/ writing assignments</b>	Does not ask questions or make comments that indicate familiarity with topics for class; turns in most writing assignments	Rarely asks questions or makes comments that indicate familiarity with the topics prepared for class; turns in all writing assignments	Occasionally asks questions or makes observations that indicate reflections some knowledge or readings for class; turns in all writing assignments	Regularly asks questions or makes observations that indicate reflection, knowledge or readings for class; turn in all writing assignments
<b>Small group participation</b>	Does not participate in small groups in class	Does not actively participate in small groups in class	Participates actively in small groups in class	Participates actively and provides leadership in small groups in class
<b>Class absences</b>	Misses class often	Misses no more than 2 classes w/o prior arrangement	Misses 1 class with prior arrangement	Attends class regularly (no unexcused missed classes)  Does not use cell phone or other

#### STUDENT EVALUATION AND GRADING SCALE

93-100 = A Exceptional	A superior / outstanding performance. Has mastered the concepts and adds unique contributes to class discussions.
90-92 = A- Excellent	A very good / admirable performance. Displays understanding in all areas of the class, and contributes successfully to class discussions.
87-89 = B+ Outstanding	Above average performance. A few insignificant flaws may appear, but overall has great application of the field.
83-86 = B Good	A generally satisfactory, intellectually adequate performance. Few significant flaws in performance.

80-82 = B- Adequate	A barely satisfactory performance. Contributes little to class discussions and lacks a clear understanding of concepts.
77-79 = C+ Not sufficient	An unacceptable performance. Unable to engage in class discussions and has little comprehension of theories.

## COURSE POLICIES

### Honor Code

Students are reminded of the SMU Honor Code as referenced in the *Student Hand Book*. Intellectual integrity and academic honesty are both the foundations and the goals for this program. Please reference and review the university policies on the responsibilities, policies, and penalties regarding academic honesty found at:

[http://www.smu.edu/studentlife/PCL\\_05\\_HC.asp](http://www.smu.edu/studentlife/PCL_05_HC.asp)

### Notification of Absence Due to Religious Holy Day(s)

Students who will be absent from class for the observance of a religious holiday must notify the instructor in advance. Please refer to the Student Obligations section of the university catalog for more explanations. You are required to complete any assignments or take any examinations missed as a result of the absence within the time frame specified by your instructor.

### Disabilities Accommodations

Students needing academic accommodations for disability must contact Ms. Rebecca Marin, Coordinator of Services for Students with Disabilities (214-768-4557) to verify the disability and establish eligibility for accommodations. They should then schedule an appointment with the professor to make appropriate arrangements.

### Add/Drop Policy

If you are unable to complete this course, you must officially withdraw by the university deadline; the last day to Add/Drop regular courses without a grade record or Billing. Withdrawing is a formal procedure which you must initiate; your instructor cannot do it for you.

### Grade of Incomplete

A student may receive a grade of I (Incomplete) if at least 50 percent of the course requirements have been completed with passing grades, but for some justifiable reason, acceptable to the instructor, the student has been unable to complete the full requirements of the course. At the time a grade of I is given, the instructor must stipulate in writing to the student and to the University registrar the requirements and completion date that are to be met and the grade that will be given if the

requirements are not met by the completion date. The maximum period of time allowed to clear the Incomplete grade normally is 12 months. If the Incomplete grade is not cleared by the date set by the instructor or by the end of the 12-month Policies and Procedures 25 deadline, the grade of I will be changed to the grade provided by the instructor at the time the Incomplete grade was assigned or to a grade of F if no alternate grade was provided. The grade of I is not given in lieu of a grade of F or W, or other grade, each of which is prescribed for other specific circumstances.

If the student's work is incomplete, poor quality and not acceptable, a grade of F will be given. The grade of I does not authorize a student to attend the course during a later term. Graduation candidates must clear all Incomplete grades prior to the deadline in the Official University Calendar, which may allow less time than 12 months. Failure to do so can result in removal from the degree candidacy list and/or conversion of the grade of I to the grade indicated by the instructor at the time the grade of I was given.

For graduate students, a maximum of two (six hours) concurrently held grades of Incomplete in courses other than thesis is allowed. If this maximum is reached, the student will be allowed to take only one three-hour course per term until the Incomplete total is reduced. Students who accumulate a total of three grades of Incomplete in courses other than thesis will be put on probation and not allowed to enroll further until the total is reduced.

#### Statement on Confidentiality and Emotional Safety

In order to provide a safe learning environment for students in the class and to protect the confidentiality of practice clients and class members, students will discuss case material and other personal information, reactions, etc., only while in class or privately with other current class members. It is the responsibility of each class member to treat classmates with respect and integrity, thus providing emotional safety for each other during class activities. Failure to do so can result in termination from the department.

#### **SMU EMERGENCY PREPAREDNESS**

As part of the federal government response to the H1N1 (Swine Flu) virus, the Department of Health and Human Services issued a nationwide public health emergency preparedness declaration on April 26, 2009. The declaration was renewed on July 23, 2009 and is currently in force. For the semester ahead, there is concern that the level and intensity of flu cases could increase substantially.

- 1) For updates on the campus-wide status of flu conditions at SMU, please visit <http://www.smu.edu>.
- 2) If flu conditions require cancellation of a class session or other changes for this course, an email will be sent to all class members.
- 3) In the event of a major campus emergency at SMU, course requirements, deadlines, and grading percentages are subject to changes that may be necessitated by a revised semester calendar or other circumstances beyond the instructor's control.