



ST ANDREW'S THEOLOGICAL COLLEGE (SATC)

COURSE NAME: **CONFLICT MANAGEMENT AND DISPUTE RESOLUTION**

COURSE CODE: **CMR200**

COURSE CREDITS: **3**

COURSE DESCRIPTION:

This course discusses conflict, from its source to the point of resolution. It identifies the causes of conflict and examines its escalation when left unresolved. A number of peripheral issues and effects of conflict are included. Methods of resolution of disputes are studied with the emphasis on mediation. An emphasis will be placed on causes of conflict, and the effect on the individual, family, community and society. The course also highlights types of conflict as pertinent to the local context. There is a focus on mediation as a preferred method of conflict resolution.

AIM:

- To introduce the participants to the theoretical and practical considerations of conflict.
- To provide an understanding of the causes of conflict and the tools necessary in resolving it

LEARNING OUTCOMES:

Students will be able to:

- Identify the causes and the types of conflict
- Determine the factors which escalate conflict
- Select strategies for anger management
- Evaluate and select strategies for resolving conflict
- Develop the ability to mediate and resolve conflict through team work and communication
- Assess his/her own conflict style in dealing with personal issues.

COURSE CONTENT:

Conflict Management:

- Causes of Conflict
- Escalation of Conflict
- Conflict Styles
- Self-assessment
- Anger Management
- Communication Skills
- Teamwork

Dispute Resolution:

- Alternate Dispute Resolution
- Spectrum of ADR
- Mediation as the preferred method of Dispute Resolution
- The Mediation Process
- Benefits of Mediation



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Restorative Justice

- An Introduction

COURSE TEXT:

Deutsch, M., & Coleman, P. T., & Marcus, E. C. (Eds.). (2006). *The handbook of conflict resolution*. (2nd ed.). San Francisco, CA: Jossey-Bass.

TEACHING AND LEARNING STRATEGIES:

Interactive lectures
Video presentations
Discussion
Oral presentations
Role-play
Dramatization
Analysis and discussion of hypothetical cases

COURSE ASSESSMENT:

Class Attendance	5%
Mid-term	30%
(Individual presentation – written and/or oral)	15%
Final Examination	50%
Total	100%