

Course Title: **Conflict Resolution: An Introduction**

Course Code: **CONF682**

Descriptor Start Date: **25/06/2023**

POINTS: **15.00**

LEVEL: **6**

PREREQUISITE/S: **None**

COREQUISITE/S: **None**

RESTRICTION/S: **CONF681**

## LEARNING HOURS

Hours may include lectures, tutorials, online forums, laboratories. Refer to your timetable and course information in Canvas for detailed information.

**Total learning hours: 150**

## PRESCRIPTOR

Provides an introduction to conflict resolution as an interdisciplinary field of study and the major models and methods of non-violent conflict resolution and management. Examines theoretical understandings and explanations of peace and violence, the causes of conflict, conflict dynamics, the role of communication, and conflict impacts. Students receive training in conflict micro-skills and are introduced to negotiation and mediation processes and techniques of conflict analysis.

## LEARNING OUTCOMES

1. Evaluate causes of conflict, conflict dynamics and the impact of conflicts.
2. Demonstrate competence in micro-skills for applied inter-personal conflict resolution.
3. Critically reflect on communication and conflict resolution processes.
4. Apply conflict analysis techniques to a conflict and create a conflict management plan.

**Disclaimer: Course descriptors may be amended between teaching periods/semesters**

## CONTENT

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- Conflict resolution & management: overview of the field.
- Conflict & conflict generators: theories & concepts.
- Inter-personal conflict resolution strategies & dynamics.
- The role of communication in conflict & conflict resolution.
- Applied micro-skills for inter-personal conflict resolution.
- Deconstructing conflict.
- Conflict resolution analysis & techniques.
- Negotiation: model, variants & applications.
- Mediation: model, variants & applications.
- In-class exercises in conflict resolution skills & techniques.

## LEARNING & TEACHING STRATEGIES

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- Lectures
- Tutorials
- Exercises
- Role plays
- Demonstrations
- Videos
- Collaborative learning
- Peer review

## ASSESSMENT PLAN

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Assessment Event	Weighting %	Learning Outcomes
In-class test	50.00	1,2,3
Conflict analysis and management plan; Presentation	50.00	1,3,4

<b>Grade Map</b>	<b>MAP1</b>
	A+ A A- Pass with Distinction
	B+ B B- Pass with Merit
	C+ C C- Pass
	D Fail

### Overall requirement/s to pass the course:

- Attend all conflict resolution skills class sessions and participate in all skills exercises.
- Submit all assessments and meet requirements as outlined in the Assessment grid.
- Achieve a minimum overall grade of C-.
- All assessments are compulsory.
- If any compulsory assessment is not handed in, a final grade of DNC will be awarded for the course.
- NOTE: As per the General Academic Regulations of AUT, if you do not submit a completed compulsory assessment, you may be withdrawn from the course.

## LEARNING RESOURCES

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**For further information, contact:** Te Ara Kete Aronui - Faculty of Culture & Society

**Principal Programme:** AK3704, Bachelor of Arts

**Related Programme/s:** AK1288, AK1289

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