

HSWR 211: Conflict Resolution

Course 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.

Course Hours: 45

Course Credits: 3

Course Prerequisites: Minimum 65% in either English 12, English Studies 12, English First Peoples 12, ENGL 090, or equivalent (refer to Course Equivalency Information on the College website).

Co-requisites: None

Format

Students who register for Flexible Assessment credit must provide evidence of their competency in the form of a portfolio and submit this evidence online to the designated HSWR Faculty Assessor two weeks before the end of the semester.

The portfolio submission must include the following information:

1. A table of contents with page numbers that follow the learning outcomes of the course, in the order the learning outcomes are listed on the *Flexible Assessment Documentation Form* below;
2. A labeled heading between each learning outcome and course activity;
3. Concrete evidence (i.e., photos, letters, logbook, video recording, observations) of each learning outcome in the order listed below along with brief explanations of the relevance of each piece of evidence;
4. A completed copy of the recording form below with the type and page number of each piece of evidence in the portfolio submission.

What You Need To Do

Document your knowledge and implementation of each learning outcome for HSWR 211 (below) by providing a minimum of four examples for each outcome with the exception of the learning outcomes that are met by the Additional Flexible Assessment Criteria (AFAC). The examples for the learning outcomes can include a combination of written examples, photos, observations, course/workshop certificates, log-books, video recordings, evaluations and practical applications. Each example must include a written component that clearly explains how the evidence has informed your professional practice.

Additional Flexible Assessment Criteria

AFAC 1. Self-Reflection

Submit a 1500 word self-reflective essay exploring your attitudes and beliefs as they relate to conflict resolution and:

1. Values
2. Culture
3. Use of power
4. Advocacy and Empowerment

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Learning Outcomes and Additional Flexible Assessment Criteria

Learning Outcomes	Types of Evidence	Page Number(s)	Value <i>(for office use only)</i>	Faculty Assessor's Comments <i>(for office use only)</i>
Identify personal, cultural, and societal factors that shape beliefs and behaviours in conflict.	AFAC 1			
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.				

Learning Outcomes	Types of Evidence	Page Number(s)	Value <i>(for office use only)</i>	Faculty Assessor's Comments <i>(for office use only)</i>
Develop effective communication skills for conflict situation.				
Apply various conflict resolution models to personal and professional practice based scenarios.				
Demonstrate common conflict resolution strategies and processes.				
Telephone Interview	Date	Faculty Assessor's Comments <i>(for office use only)</i>		