

**Common Course Outline**  
**PLAW 116**  
**Conflict Resolution**  
3 Semester Hours

**The Community College of Baltimore County**

**Description**

**Conflict Resolution**

Introduces the basic skills needed to mediate with parties in conflict; explains how to effectively resolve conflicts in the workplace, regardless of whether the conflict occurs with co-workers, supervisors, or clients; covers alternative methods of conflict resolution currently used by each major discipline in law.

Prerequisite: (RDNG 052 or LVR 2), (ENGL 052 or LVE 2)

**Overall Course Objectives**

Upon completion of this course the student will be able to:

1. Define the different systems which make up Alternative Dispute Resolution.
2. Explain the elements of negotiation, mediation, and arbitration.
3. Identify and apply theories of conflict.
4. Describe the basic skills needed in order to negotiate effectively.
5. Discuss the five states of mediation and comprehend what should occur at each stage.
6. Demonstrate an ability to mediate a dispute.
7. Comprehend the different mediation skills needed depending on the type of dispute present.
8. Describe the basics of family systems theory.

**Major Topics**

- I. Definitions of conflict resolution
- II. Negotiation theory
- III. Conflict theory
- IV. Reflective listening/reframing
- V. Negotiation skills
- VI. Mediation-process definitions
- VII. Mediation skill development
- VIII. Impasse strategies
- IX. Mediator ethics/statutes
- X. Family mediation/family system
- XI. Conflict resolution-criminal justice/legal system

## **Course Requirements**

|                               |            |
|-------------------------------|------------|
| Participation and attendance  | 100 points |
| Self-evaluation of video tape | 100 points |
| Mid-term examination          | 100 points |
| Final examination             | 100 points |
| Journaling assignment         | 100 points |
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|                               | 500 points |

## **Other Course Information**