

Course Schedule

IMPORTANT: ALL TIMES EASTERN - Please see the [University Policies](#) section of your Syllabus for details

Week	Module	Readings and Other Assigned Material	Activities and Assignments	Due Date	Weight
Week 1	Module 01: Introduction	There are no readings for this module.	Introduce Yourself	Thursday, September 14, 2017 at 11:55 PM	Ungraded
	Module 02: Core Terms	<ul style="list-style-type: none"> • Wilmot and Hocker, "The Nature of Conflict" 	Activity Reflection		
Week 2	Module 03: Cognition and Conflict Escalation	<ul style="list-style-type: none"> • Maiese, "Causes of Disputes and Conflicts" • Maiese, "Limiting Escalation/ De-escalation" • Video: NFB, "Dinner for Two" and Globe and Mail, "Cat Trash Woman Apologizes" 	Activity Reflection		
	Module 04: Communication	<ul style="list-style-type: none"> • Littlejohn and Domenicic, "Dialogue" • Krauss and Morsella, 	Activity Reflection Discussion	Thursday, September 21, 2017	

		<p>"Communication and Conflict"</p> <ul style="list-style-type: none"> Burgess, "I-Messages and You-Messages" 		<p>at 11:55 PM</p>	
			<p>Modules 03 and 04 Quiz</p>	<p>Thursday, September 21, 2017 at 11:55 PM</p>	
			<p>Conflict Summary</p>	<p>Thursday, September 21, 2017 at 11:55 PM</p>	<p>5%</p>
<p>Week 3</p>	<p>Module 05: Conflict Styles</p>	<p>There are no readings for this module.</p>	<p>Activity Reflection</p>		
	<p>Module 06: Apology</p>	<ul style="list-style-type: none"> Schneider, "What it Means to be Sorry: The Power of Apology in Mediation" Prime Minister Stephen Harper, "Statement of Apology for Residential Schools" Urban Native Youth Association, "Press Release: Response to the Government of Canada's Apology to Residential School Survivors" Inuit Tapirit Kanatami, "Response to the Federal 	<p>Activity Reflection</p>		
			<p>Discussion</p>	<p>Thursday, September 28, 2017 at 11:55 PM</p>	
			<p>Modules 05 and 06 Quiz</p>	<p>Thursday, September 28, 2017 at 11:55 PM</p>	

		<p>Apology to Residential School Survivors"</p> <ul style="list-style-type: none"> • Prime Minister Brian Mulroney, "Apology Regarding Internment of Japanese Canadians" • Video: "Mayor Ford 'sincerely' apologizes to Daniel Dale" 			
Week 4	Module 07: Forgiveness	<ul style="list-style-type: none"> • Enright, Freedman, and Rique, "The Psychology of Interpersonal Forgiveness" • Video: "The Power of Forgiveness, Segment 11" 	Activity Reflection		
	Module 08: Conflict Analysis	<ul style="list-style-type: none"> • Friedman, "The Idea of a Family" 	Activity Reflection		
			Discussion	Thursday, October 5, 2017 at 11:55 PM	
			Modules 07 and 08 Quiz	Thursday, October 5, 2017 at 11:55 PM	
FALL STUDY BREAK (Tuesday, October 10, 2017 and Wednesday, October 11, 2017)					
Week 5	Module 09: Sources of Conflict and	<ul style="list-style-type: none"> • Furlong, "Model 1: The Circle of Conflict" 	Activity Reflection		

	Polarities	<ul style="list-style-type: none"> Johnson, "Polarity Management: Identifying and Managing Unsolvable Problems" 			
	Module 10: Power	<ul style="list-style-type: none"> Dugan, "Power" Folger, Poole, and Stutman, "Power: The Architecture of Conflict" Video: NFB, "Bully Dance" 	Activity Reflection		
			Discussion	Tuesday, October 17, 2017 at 11:55 PM	
			Modules 09 and 10 Quiz	Tuesday, October 17, 2017 at 11:55 PM	
Week 6	Module 11: Positions and Interests	There are no readings for this module.	Discussion	Tuesday, October 24, 2017 at 11:55 PM	
	Module 12: Power, Rights, Interests Paradigm	<ul style="list-style-type: none"> Maiese, "Interests, Rights, Power, and Needs Frames" Ury, Brett, and Goldberg, "Three Approaches to Resolving Disputes: Interests, Rights, and Power" 	Activity Reflection		
			Modules 11 and 12 Quiz	Tuesday, October 24, 2017 at 11:55 PM	
Week 7	Module 13:	There are no readings	Activity		

	Interpersonal Conflict Resolution	for this module.	Reflection		
			Discussion	Tuesday October 31, 2017 at 11:55 PM	
	Module 14: Negotiation	<ul style="list-style-type: none"> • McRae, "Create and Claim Maximum Value" • Lum and Christie, "Adversaries to Allies: Lessons from the San Diego Schools Contract Negotiations" 	Activity Reflection 1 (Modules 2 - 12)	Tuesday October 31, 2017 at 11:55 PM	10%
			Modules 13 and 14 Quiz	Tuesday October 31, 2017 at 11:55 PM	
Week 8	Module 15: Mediation 1	<ul style="list-style-type: none"> • Chaitin, "Creating Safe Spaces for Communication" • Moore, "How Mediation Works" 	Activity Reflection		
			Discussion	Tuesday, November 7, 2017 at 11:55 PM	
	Module 16: Mediation 2	<ul style="list-style-type: none"> • Salem, "Trust in Mediation" 	Activity Reflection		
				Modules 15 and 16 Quiz	Tuesday, November 7, 2017 at 11:55 PM
Week 9	Module 17: Arbitration	<ul style="list-style-type: none"> • Leb, "Arbitration" • McLaren and Sanderson, "Arbitration" 	Activity Reflection		
	Module 18: Hybrids	<ul style="list-style-type: none"> • Collaborative Practice 	Modules 17 and 18 Quiz	Tuesday, November	

		<p>Ottawa, "Collaborative Family Law FAQ"</p> <ul style="list-style-type: none"> • McLaren and Sanderson, "Mediation-Arbitration" • McLaren and Sanderson, "Mini-Trial" 		<p>14, 2017 at 11:55 PM</p>	
Week 10	Module 19: Civil Adjudication	<ul style="list-style-type: none"> • Fairlie and Sworden, "Introduction to Law in Canada" • Video: "A Civil Action" (segments) 	Activity Reflection		
			Discussion	Tuesday, November 21, 2017 at 11:55 PM	
	Module 20: Criminal Adjudication	<ul style="list-style-type: none"> • Fairlie and Sworden, "Introduction to Law in Canada" 	Activity Reflection		
			Modules 19 and 20 Quiz	Tuesday, November 21, 2017 at 11:55 PM	
Week 11	Module 21 and 22: Restorative Justice	<ul style="list-style-type: none"> • Umbriet, "Victim Offender Mediation" • Peachey, "Restitution, Reconciliation, Retribution: Identifying the Forms of Justice People Desire" • Pranis, Wedge, and Stuart, "The Ugly Feather" and "Circles: A 	Reassessment of Conflict Summary	Tuesday, November 28, 2017 at 11:55 PM	15%
			Activity Reflection		
			Discussion	Tuesday, November 28, 2017 at 11:55 PM	
			Modules 21	Tuesday,	Total

		Paradigm Shift in How We Respond to Crime" <ul style="list-style-type: none"> • Ray, "Victims of Crime" • Video: "Meeting with a Killer" 	and 22 Quiz	November 28, 2017 at 11:55 PM	Grade: 15%
Week 12	Module 23: Ethics	<ul style="list-style-type: none"> • Maiese, "Codes of Conduct for Intervenors" • ADR Institute of Ontario, "Code of Ethics" • ADR Institute of Canada, "Code of Conduct for Mediators" 	Discussion	Monday, December 4, 2017 at 11:55 PM	Total Grade: 15%
	Module 24: Course Review	There are no readings for this module.	Activity Reflection 2 (Modules 13 - 24)	Monday, December 4, 2017 at 11:55 PM	10%
Final Examination					30%

Final Examination Arrangements and Schedule

Please carefully review the information about [final examinations for online courses](#), including dates, locations, how to make examination arrangements, writing with a proctor, and deadlines.

If you are taking **any on-campus courses**, you will automatically be scheduled to write your exam on campus. No action is required.

If you are taking **only online courses**, do one of the following:

- If your **address in QUEST is within 100 km** of an [examination centre](#), you must choose an exam centre in [Quest](#) by **Sunday, September 17, 2017**. This must be done each term.
- If your address in Quest is **more than 100 km from an exam centre**, you must arrange for a **proctor**. Please review the guidelines and deadlines for [writing with a proctor](#). This must be done each term.

Your online course exam schedule will be available in Quest approximately four weeks before your exam date(s). Instructions on how to find your schedule are posted on the [Quest Help](#) page.

University of Waterloo Senate-approved [academic regulations related to assignments, tests, and final exams](#) can be found on the Registrar's website.



Official Grades and Course Access

Official Grades and Academic Standings are available through [Quest](#).

Your access to this course will continue for the duration of the current term. You will not have access to this course once the next term begins.

Contact Information

Announcements

Your instructor uses the **Announcements** widget of the **Course Home** page to make announcements during the term to communicate new or changing information regarding due dates, instructor absence, etc., as needed. You are expected to read the **Announcements** on a regular basis.

To ensure you are viewing the complete list of news items, you may need to click **Show All Announcements Items**.

Discussions

A **General Discussion** topic* has also been made available to allow students to communicate with peers in the course. Your instructor may drop in at this discussion topic.

Contact Us

Who and Why	Contact Details
<p>Instructor</p> <ul style="list-style-type: none"> Course-related questions (e.g., course content, deadlines, assignments, etc.) Questions of a personal nature 	<p>Post your course-related questions to the Ask the Instructor discussion topic*. This allows other students to benefit from your question as well.</p> <p>Questions of a personal nature can be directed to your instructor.</p> <p>Instructor: Kelly Brown km4brown@uwaterloo.ca</p> <p>Your instructor checks email and the Ask the Instructor discussion topic* frequently and will make every effort to reply to your questions within 24–48 hours, Monday to Friday. Meetings by appointment only.</p>
<p>Technical Support, Centre for Extended Learning</p> <ul style="list-style-type: none"> Technical problems 	<p>learnhelp@uwaterloo.ca</p> <p>Include your full name, WatIAM user ID, student number, and course name and number.</p> <p>Technical support is available during regular business hours, Monday to</p>

with Waterloo LEARN	Friday, 8:30 AM to 4:30 PM (Eastern Time). LEARN Help Student Documentation
Learner Support Services, Centre for Extended Learning <ul style="list-style-type: none">• General inquiries• WatCards (Student ID Cards)• Examination information	Useful Information for Students in Online Courses extendedlearning@uwaterloo.ca +1 519-888-4002 Include your full name, WatIAM user ID, student number, and course name and number.

*Discussion topics can be accessed by clicking **Connect** and then **Discussions** on the course navigation bar above.

Course Description and Objectives

Description

The UW Calendar describes PACS 202 to be "an examination of the resolution of conflicts, ranging from interpersonal to broader social and international conflicts. Students are introduced to negotiation, mediation and non-violent resistance, and are encouraged to develop their own theoretical understandings that aid in addressing conflict."

Course Objectives

This course will do the following:

- Define terms, concepts, core values and phrases that are key to conflict resolution;
- Deconstruct conflict to identify underlying issues;
- Understand how collaborative and non-violent approaches to conflict undergird effective dispute resolution methods;
- Assess and re-evaluate one's own conflict style;
- Explain principles of negotiation, mediation, hybrids, arbitration and adjudication, and understand when each process is most appropriate to resolve a particular dispute;
- Recognize how conflict resolution processes are utilized in a peaceful civil society.

By the end of the course students will be able to:

- Define terms, concepts, values, and phrases that are key to conflict resolution;
- Analyze a conflict to identify and describe contributing factors, roles played by the participants, how the conflict escalated, and what interests are important to the participants;
- Describe the range of conflict resolution processes, how they are connected to each other, and how the choice of a process affects the conflict;
- Have deeper insight into their own approaches to conflict, including style, communication practices, access to power resources, and cognitive errors;
- Explain the rights/interest/power paradigm and how it helps in classifying and choosing a method for resolving conflict;
- Identify ethical dilemmas for conflict practitioners, explain the nature of the dilemma, and identify an appropriate response;

- Distinguish between civil and criminal conflicts, and describe which conflict resolution methods are used for each class of conflicts,;
- Develop their own approach to conflict using principles learned in the course.

This online course was developed by Keith Regehr, with instructional design and multimedia development support provided by the Centre for Extended Learning. Further media production was provided by Instructional Technologies and Multimedia Services.

Context for PACS 202

PACS 202 "Conflict Resolution" is one of the three introductory 200-level Core Courses in Peace and Conflict Studies. Although these three courses can be taken in any order, each builds on and adds to the foundation laid in the previous course.

- PACS 201, "Roots of Conflict, Violence and Peace," is designed to explore the reasons for violence and how it examines the various dynamics of human conflict, aggression, and war. This course presents a basic overview of the concepts of peace, conflict, and violence.
- PACS 202, "Conflict Resolution," is designed to introduce students to the different theories and methods of conflict resolution, ranging from interpersonal to broader social and international conflicts that are utilized in a democratic civil society. An emphasis is given to negotiation, mediation, hybrids, arbitration, and adjudication.
- PACS 203, "History of Peace Movement," examines how individuals and groups of persons working collectively have advanced the cause of peace in particular circumstances. Students enrolled in this class will study how the principles and practices analyzed in PACS 201 and 202 have been actualized by those who have been at the forefront of peace movements.

PACS 202 as an elective in other plans

PACS 202 has been listed as an elective in five other academic plans. For more information about any of these plans, you should consult the undergraduate advisor for these programs. PACS is an elective for the following:

- Speech Communication Option
- Human Resource Management, Minor, or Option
- Four-Year General Legal Studies, Honours, Joint Honours, or Option
- International Studies Option; and
- Spirituality and Personal Development Option.

About the Course Author and Instructor

Course Author — Keith Regehr

Background

Welcome to PACS 202, Conflict Resolution. My name is Keith Regehr and I am the course author. Besides teaching this course I have a conflict resolution practice that involves training in a range of topics related to conflict and conflict resolution, as well as doing conflict interventions with individuals and groups. I have a law degree though I have not practiced law for many years. My life and work experience have taken me to live in many communities, including Winnipeg, Toronto, Maseru (the capital of Lesotho, a small country completely surrounded by South Africa), Kitchener (twice), and Lancaster, Pennsylvania (twice). My time in Lesotho was during the years of South Africa's transition from apartheid to democracy. Over the years I have taught conflict resolution skills to construction professionals in numerous places, including Egypt, Dubai, Bahrain, Kuwait, and Malaysia. I have also taught conflict resolution in the Peace and Conflict Studies department at the University of Hargeisa, Somaliland. My training practice in Canada has included conflict resolution skills, anti-racism training, and restorative justice. My conflict consulting practice has included divorce work, workplace conflict, and work with religious communities.

All of these experiences have shaped my approach to conflict intervention and the teaching of conflict resolution.

During the semester you will also hear from my colleague Betty Pries. Betty is also a conflict practitioner with a practice that includes training, conflict intervention, and coaching. She and I have taught the in-class version of this course for many years.

I am looking forward to working with you this semester. Many students have called PACS 202 one of the most practical courses on campus, as almost every module gives you something that you can utilize in your interactions with friends, families and in your workplaces. I hope that the course is both a valuable learning experience and a source of practical assistance in your own conflicts. And, I hope that you find the activities, exercises and discussions enjoyable.



Course Instructor — Kelly Brown

Background

Hello and welcome to PACS 202, Conflict Resolution. My name is Kelly Brown and I will be your course instructor for the term. A bit about me, I completed my Master of Peace and Conflict Studies from the University of Waterloo in 2014. Prior to which I completed my Bachelor of Arts in Peace and Conflict Studies, minoring in Religious Studies with an option in International Studies, at the University of Waterloo in 2012.

Much of my research focused on exploring the need to involve youth in activities of the civil society sector and effective means of tapping into this demographic. Other aspects of my research include looking at how varieties of conflict resolution practices can be used in different settings particularly within schools. I am currently finishing my certificate in Conflict Management, for which I have completing training in Transformative Mediation, Narrative Mediation, Mediating Groups in Dispute, Exploring Personality Dimensions, Peacemaking Circles Training, and Somatic Skills training.

PACS 202 is a wonderful course that covers a lot of conflict resolution theory, practice, and skill development. I look forward to guiding you through this course and hope that you gain new insight into the world of conflict resolution that you may find useful within your own life.



Materials and Resources

Required Textbook

There is no required textbook for this course.

Required DVD

Students are responsible for ensuring they personally obtain or have access to the required course DVD listed below. There is no guarantee that the university bookstore will be able to stock the required DVD or stock it in sufficient quantities. Therefore, it is necessary that students ensure they can obtain access to the required DVD **before** commencing the course.

1. *A Civil Action* (1999) Directed by Conrad L. Hall and Steven Zaillian.

For DVD ordering information, please contact the [Waterloo Bookstore](#).

For your convenience, you can compile a list of required and optional course materials through [BookLook](#) using your Quest userID and password. If you are having difficulties ordering online and wish to call the Waterloo Bookstore, their phone number is +1 519 888 4673 or toll-free at +1 866 330 7933. Please be aware that textbook orders **CANNOT** be taken over the phone.

Course Reserves

Course Reserves can be accessed using the **Library Resources** widget on the **Course Home** page.

Resources

- [Library services for co-op students on work term and distance education students](#)

Grade Breakdown

The following table represents the grade breakdown of this course.

Assessments	Weight (%)
Conflict Summary	5%
Re-assessment of Conflict Summary	15%
Discussion Participation	15%
Quizzes	15%
Activity Reflection 1	10%
Activity Reflection 2	10%
Final Examination	30%
TOTAL	100%

Course Policies

Course Policies

Submission of written assignments

Assignments must be submitted in one of the following types: Microsoft Word (DOC or DOCX) or Rich Text Format (RTF). No other formats are accepted and any other format will be deleted and deemed not submitted. Any submission by cut and paste into the comment section will be deleted even if the file is also uploaded and it will be deemed not to have been submitted.

Please adhere to the page limit. The page limit is a hard limit. Markers will not read anything beyond the limit.

Assignment deadlines

Late submissions of the Conflict Summary and the Conflict Re-assessment assignments will receive a 15% automatic penalty. The upload time recorded in LEARN will be used to determine whether an assignment is late. No late assignments will be accepted more than one week after the due date (unless a medical note is supplied).

Quiz deadlines

Quizzes are due on the dates specified in the [Course Schedule](#). Late submissions will not be accepted and will result in a grade of 0.

University Policies

Submission Times

Please be aware that the University of Waterloo is located in the **Eastern Time Zone** (GMT or UTC-5 during standard time and UTC-4 during daylight saving time) and, as such, the time that your activities and/or assignments are due is based on this zone. If you are outside the Eastern Time Zone and require assistance with converting your time, please try the [Ontario, Canada Time Converter](#).

Accommodation Due to Illness

If your instructor has provided specific procedures for you to follow if you miss assignment due dates, term tests, or a final examination, adhere to those instructions. Otherwise:

Missed Assignments/Tests/Quizzes

Contact the instructor as soon as you realize there will be a problem, and preferably within 48 hours, but no more than 72 hours, have a medical practitioner complete a [Verification of Illness Form](#).

Email a scanned copy of the Verification of Illness Form to your instructor. In your email to the instructor, provide your name, student ID number, and exactly what course activity you missed.

Further information regarding Management of Requests for Accommodation Due to Illness can be found on the [Accommodation due to illness](#) page.

Missed Final Examinations

If this course has a final exam and if you are unable to write a final examination due to illness, seek medical treatment and have a medical practitioner complete a [Verification of Illness Form](#). Email a scanned copy to the Centre for Extended Learning (CEL) at extendedlearning@uwaterloo.ca within 48 hours of your missed exam. Make sure you include your name, student ID number, and the exam(s) missed. You will be **REQUIRED** to hand in the original completed form before you write the make-up examination.

After your completed Verification of Illness Form has been received and processed, you will be emailed your alternate exam date and time. This can take up to 2 business days. If you are within **150 km** of Waterloo you should be prepared to write in Waterloo on the [additional CEL exam dates](#). If you live outside the 150 km radius, CEL will work with you to make suitable arrangements.

Further information about [Examination Accommodation Due to Illness](#) regulations is available in the Undergraduate Calendar.

Academic Integrity

In order to maintain a culture of academic integrity, members of the University of Waterloo community are expected to promote honesty, trust, fairness, respect, and responsibility. **If you have not already completed the online tutorial regarding academic integrity you should do so as soon as possible.** Undergraduate students should see the [Academic Integrity Tutorial](#) and graduate students should see the [Graduate Students and Academic Integrity](#) website.

Proper citations are part of academic integrity. Citations in CEL course materials usually follow CEL style, which is based on APA style. Your course may follow a different style. If you are uncertain which style to use for an assignment, please confirm with your instructor or TA.

For further information on academic integrity, please visit the [Office of Academic Integrity](#).

Discipline

A student is expected to know what constitutes [academic integrity](#) to avoid committing an academic offence, and to take responsibility for his/her actions. A student who is unsure whether an action constitutes an offence, or who needs help in learning how to avoid offences (e.g., plagiarism, cheating) or about “rules” for group work/collaboration, should seek guidance from the course instructor, academic advisor, or the undergraduate Associate Dean. For information on categories of offences and types of penalties, students should refer to [Policy 71 - Student Discipline](#). For typical penalties, check [Guidelines for the Assessment of Penalties](#).

Appeals

A decision made or penalty imposed under [Policy 70 - Student Petitions and Grievances](#), (other than a petition) or [Policy 71 - Student Discipline](#), may be appealed if there is a ground. A student who believes he/she has a ground for an appeal should refer to [Policy 72 - Student Appeals](#).

Grievance

A student who believes that a decision affecting some aspect of his/her university life has been unfair or unreasonable may have grounds for initiating a grievance. Read [Policy 70 - Student Petitions and Grievances](#), Section 4. When in doubt please be certain to contact the department's administrative assistant who will provide further assistance.

Final Grades

In accordance with [Policy 46 - Information Management](#), Appendix A - Access to and Release of Student Information, the Centre for Extended Learning does not release final examination grades or final course grades to students. Students must go to [Quest](#) to see all final grades. Any grades posted in Waterloo LEARN are unofficial.

AccessAbility Services

[AccessAbility Services](#), located in Needles Hall, collaborates with all academic departments to arrange appropriate accommodations for students with disabilities without compromising the academic integrity of the curriculum. If you require academic accommodation to lessen the impact of your disability, please register with AccessAbility Services at the beginning of each academic term and for each course.

Accessibility Statement

The Centre for Extended Learning strives to meet the needs of all our online learners. Our ongoing efforts to become aligned with the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) are guided by University of Waterloo accessibility [Legislation](#) and policy and the [World Wide Web Consortium's \(W3C\) Web Content Accessibility Guidelines \(WCAG\) 2.0](#). The majority of our online courses are currently delivered via the Desire2Learn Learning Environment. Learn more about [Desire2Learn's Accessibility Standards Compliance](#).

Use of Computing and Network Resources

Please see the [Guidelines on Use of Waterloo Computing and Network Resources](#).

Copyright Information

UWaterloo's Web Pages

All rights, including copyright, images, slides, audio, and video components, of the content of this course are owned by the course author, unless otherwise stated. These web pages are owned or controlled by the University of Waterloo, Centre for Extended Learning. By accessing the web pages, you agree that you may only download the content for your own personal, non-commercial use. You are not permitted to copy, broadcast, download, store (in any medium), transmit, show or play in public, adapt, or change in any way the content of these web pages for any other purpose whatsoever without the prior written permission of the course author and the University of Waterloo, Centre for Extended Learning.

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If there are any questions about this notice, please contact the University of Waterloo, Centre for Extended Learning, Waterloo, Ontario, Canada, N2L 3G1 or extendedlearning@uwaterloo.ca.