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**Self-Paced Degree Program  
Web-Based Course Packet  
PSY 240-WA Conflict Resolution**

This course packet contains all assignments and forms necessary for completing your self-paced course. Submit all completed assignments to the Self-Paced Degree Program, Upper Iowa University by either mail, (fax) or email using the address below. If you need academic assistance with the course, please feel free to contact your instructor via email or phone.

Lisa Nason  
1344 Arbor Oaks Lane  
Lancaster, WI 53813  
Home Phone: 608-391-1012  
Between 9 A.M. and 8 P.M. CST  
E-mail: [nasonl@uiu.edu](mailto:nasonl@uiu.edu)

If you need assistance, please contact Upper Iowa University:

Self-Paced Degree Program  
Upper Iowa University  
PO Box 1857  
Fayette, IA 52142  
Toll free: 800.553.4150  
Fax: 563-425-5287  
E-mail: [selfpaced@uiu.edu](mailto:selfpaced@uiu.edu)

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Upper Iowa University.

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# Welcome and thank you for choosing Upper Iowa University

Whether you are taking one course or pursuing your degree, your satisfaction is important to us. We look forward to working with you to successfully complete this course.

There are several **KEY** points you need to know for this experience to be a good one.

Please review the **entire** course packet before beginning the course. Each Unit covers three-four chapters. Refer to the course packet throughout the enrollment period for important policies. Your course packet consists of:

- Syllabus
- About the instructor
- 3 Units
- 3 Unit Cover sheets
- Examination Request Forms (One for the midterm and one for the final)

1. Be sure you understand the course procedures and objectives. Procedures do change, so please review **ALL** forms even if this isn't your first course. Your course status may be affected if policies are not followed.
2. Please submit **no more than three pieces of work a week** (unless you have the Instructor's permission) per the guidelines in *UIU's Academic Catalogue*. The feedback received from the instructor is **critical** to your success on subsequent units as it allows you to improve. Submitting fewer assignments at a time gives your Instructor the time to provide meaningful feedback.
3. Please address specific questions about course content to your instructor. If the information is not clear, contact your instructor for additional guidance. If your units are not returned within a reasonable period of time (3 weeks), please contact our office.
4. As a best practice, you are encouraged to **ALWAYS** make a copy of your units before submitting them for grading.
5. Upper Iowa University staff and faculty are dedicated to providing you a rewarding learning experience. We would like to hear from you with any comments, questions or concerns.

**Best wishes and enjoy!**

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## Course Description

**Credits:** 3 semester credits

**Catalog Course Description:** An overview of conflict resolution and the mediation process as an alternative dispute resolution mechanism. Learning activities – conceptual and experiential in nature – are designed to promote an integration in the areas of problem solving behavior, skill development and personal awareness. Meets the social science requirement.

**Prerequisites:** None

**Session Information:** Refer to uiuLearn or the cover page attached to this course packet for your official term enrollment period.

You have six months from the beginning date of your enrollment to complete this course. You should start working on your course immediately upon enrollment and be prepared to submit unit one (1) within the first 60 days of the enrollment period to avoid a potential administrative withdrawal.

### **Credit Hours:**

As a requirement of HLC Accreditation, all UIU courses, regardless of meeting schedule or instructional mode, follow the Federal Credit Hour Definition. As such, each credit hour earned at UIU is equivalent to a minimum of 45 hours of student engagement.

For more information on how specific instructional modes meet this requirement, please see *UIU's Policy Guidelines for Instructional Time Expectations*: [UIU Policies](#).

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## Course Materials

It is the student's responsibility to make sure she/he has access to all required course materials by the start of the session.

Required Textbook:

Barsky, A.E. (2017). *Conflict resolution for the helping professions* (3<sup>rd</sup> ed.). Oxford University Press. [ISBN: 978-0-199-36118-2]

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## Course Objectives

1. Demonstrate communication skills needed in conflict resolution by engaging in interactive exercises.
2. Explain the mediation process and techniques needed to be an effective mediator and negotiator.
3. Summarize the skills needed for applying cooperative problem solving and mediation.
4. Identify social factors that trigger conflicts and cause them to escalate.

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## Program Student Learning Outcomes

3: Awareness of Sociocultural Diversity and Societal Inequality

- Students will recognize, understand, and respect the complexity of sociocultural and international diversity as it relates to psychology.

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## General Education Assessment

Upper Iowa University General Education program is guided by the Peacock Pillars and promotes foundational learning in multiple disciplines. The four Peacock Pillars (demonstrate technological literacy, exercise critical thinking across disciplines, communicate effectively, and engage as members of a diverse community) are student learning outcomes achieved by all Upper Iowa University graduates, and represent critical skills necessary for meaningful participation in society. The Pillars assessed by this course are indicated below:

- Exercise critical thinking across disciplines
- Communicate effectively
- Engage as members of a diverse community

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## General Education Task

### Task Statement

Task: Use a theory or set of concepts to analyze a feature or consequence of a social institution, an interpersonal process, or an intra-personal state.

Criteria:

1. The student must explain a theory or set of concepts.
2. The student must use the theory or concept to accurately analyze a feature or consequence of a social institution, an interpersonal process, or an intrapersonal state.

### Task Assignment

Unit 2 Assignment: Conflict Term Paper (will be discussed later in this packet).

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## Course Requirements and Grading Criteria

The course consists of 3 units. All course materials will be available and all work should be turned in for grading. You should not go onto another Unit without completion of the prior unit. Even though you do not attend a regular classroom in the traditional sense and keep up with a set schedule of assignments, it is important to maintain a regular schedule, if possible, to complete all course work. It is too easy to set work aside and decide to do it later.

### **Amount of Time Expected to Complete the Course**

Sometimes there is a question of how quickly students can work through a Self-Paced course. Students and Advisors should note that there is a minimum time expectation in Self-Paced courses. Here is a passage from *Upper Iowa University's Academic Catalog 2020-2021*:

*"No more than four assignments/units (Lisa's note: or essays) may be submitted in a one-week period. The minimum time allowed to complete a course is two weeks per credit hour; a three-credit course cannot be completed in less than six weeks. If a student must complete a course in a short time, the student should make sure the instructor is aware of this and is available to correct lessons."*

The Self-Paced program is designed for students to work through readings and essays in a thoughtful manner. The quote mentions that a student might have circumstances where a course needs to be completed quickly. I would consider these to be extenuating circumstances (e.g. active military status where deployment is imminent, etc.) and I would hope to see documentation of that.

Please don't ask for this consideration unless you are of military status where deployment is scheduled soon or have another highly unusual circumstance (note: wanting to work through a course quickly to get your degree quicker is not an example of a highly unusual circumstance). In the past, when students have worked very quickly through courses, they have not done well and subsequently were unhappy with their grades or the experience overall.

Also, the quote notes that it's only considered if the instructor is available to review work quickly. There are a lot of times during the academic year where I would like to help but am just too busy to review any more than about four essays a week from all the students in my Self-Paced classes.

Please let me know if you have any questions about UIU's policy. Thank you for your understanding.

## **Assignments:**

### Student Autobiography

Student Autobiography is the first assignment in Unit 1. This assignment is graded and worth 20 points. Since we may never have the opportunity to meet face to face, I would like to know a little bit about you. Please provide the following information and tell me about yourself (i.e. - your educational aspirations, employment, family, hobbies). Submit this autobiography along with your other assignments in 'Unit 1'.

### Essay Questions:

There are **24 essay questions**, eight for each Unit (1-3). Each essay question is worth 20 points.

Please use Times, Times New Roman, or Courier font in 12 points. Plan to submit a minimum of 3-4 paragraphs, or one page in length (approximately 250 words) typed and double spaced.

Plan to use **APA citations and References** in your essays. In addition, please only use your textbook for essays. Don't use an outside source; you'll have a chance to use outside academic sources for the paper.

### A Note on Resubmissions

Resubmissions in this classroom are not accepted. Students are to carefully and thoughtfully review directions and submit essays and papers that fulfill all the requirements only one time. Make-up work for additional points is not accepted.

As noted in an Announcement in our classroom, it's anticipated that students work their way through the course in a deliberate manner so that they'll retain more. Retaining more information from the course makes you a better professional and that's the long-term goal.

## Conflict Term Paper (Task Assignment)

In Unit 2, a paper will be written to analyze a conflict that you have been involved in. In this paper, you will briefly identify the positions and interests of the parties, identify the issues to resolve, and then generate a list of options for resolution. You will then discuss how the options would satisfy or not satisfy the needs of the parties involved and how they may be different from the original positions of the parties. Include how you believe the narrative has shifted. The purpose of the final paper is for you to culminate the learning achieved in this course by describing your understanding and application of your knowledge in conflict resolution.

In your paper, you should:

- Analyze the strengths and weaknesses of at least two different conflict theories that relate to the conflict you are analyzing.
- Describe at least two different conflict resolution practices can be applied to the conflict you are analyzing.
- Compare and contrast at least these two different methods of conflict resolution applications.

The paper should demonstrate understanding of the course readings as well as the implications of new knowledge. It should integrate readings by analyzing the main concepts, ideas, and/or strategies as specified in the course objectives. It may include explanation and examples from any relevant previous experience.

### *Guidelines:*

- Paper must be a **minimum of 5 pages of content** (not including the title page and reference list).
- Include minimum of three peer-reviewed journal articles—MUST be journal articles!!
- Use at least one other source, can be print or internet source, but MUST be a professional source
- Use text for basic information, as needed
- Inform audience about basics of topic
- Discuss research findings & other information from your research
- Include personal knowledge & experiences—may include opinion as well
- Relate your paper to the class material
- Double spaced. 1 inch margins only
- Maximum size 12 font
- Include a title page and APA formatted reference list
- Must use proper APA formatting for within text citations and reference list

## **QUESTIONS & FEEDBACK**

You will receive your graded units within approximately three weeks from the date you submit them. If there is a delay, please call Upper Iowa University. After receiving the graded unit, review and contact me immediately with any questions.

## GRADING CRITERIA

The course letter grade will be based on the following grading criteria.

Activity	Points
Student Autobiography	20
3 Unit Essay Questions (160 pts. Per Unit x 3 Units=480)	480
Conflict Term Paper (100 pts.)	100
Midterm Exam (50 items /Chs. 1-5 /2 pt. each=100)	100
Final Exam (50 items /Chs. 6-10 /2pt. each = 100)	100
<b>Total Points</b>	<b>800</b>

## GRADE SCALE

Letter Grade	Percent	Points
A	93-100%	744-800
A-	90-92%	720-743
B+	87-89%	696-719
B	83-86%	664-695
B-	80-82%	640-663
C+	77-79%	616-639
C	73-76%	584-615
C-	70-72%	560-583
D+	67-69%	536-559
D	63-66%	504-535
D-	60-62%	480-503
F	0-59%	0 – 479

## Course Schedule

Course units and exams should be completed in the order they are shown below. Completing units/exams out of sequence could result in a loss of points and a reduced grade.

Unit	Topics of Study	Activities	Assessments
<b>Unit 1</b>	<p><b>Chapter 1</b> The Mindful Practitioner</p> <p><b>Chapter 2</b> The Theoretical Bases of Conflict Resolution</p> <p><b>Chapter 3</b> Restorative Justice</p> <p><b>Chapter 4</b> Power-Based Negotiation</p>	<p><b>Review your packet</b></p> <p><b>Read:</b> About Your Instructor</p> <p><b>Chapters 1, 2, 3, and 4</b></p> <p>Formulate a timeline for the course</p>	<p><b>Unit 1:</b></p> <p><b>Student Autobiography</b></p> <p>Essay Questions</p>
<b>Unit 2</b>	<p><b>Chapter 5</b> Rights-Based Negotiation</p> <p><b>Chapter 6</b> Interest-Based Negotiation</p> <p><b>Chapter 7</b> Transformative Mediation</p>	<p><b>Read</b></p> <p><b>Chapters 5, 6, &amp; 7</b></p> <p>Review your timeline, confirm you are on schedule</p>	<p><b>Unit 2</b></p> <p>Essay Questions</p> <p><b>Conflict Term Paper</b></p>
<b>MIDTERM</b>	<p><b>Request Midterm</b></p> <p><b>Chapters 1-5</b></p>	<p><b>50 Multiple Choice Questions 2 pts. each</b></p>	
<b>Unit 3</b>	<p><b>Chapter 8</b> Family Mediation and a Therapeutic Approach</p> <p><b>Chapter 9</b> Group Facilitation</p> <p><b>Chapter 10</b> Advocacy</p>	<p><b>Read</b></p> <p><b>Chapter 8, 9, &amp; 10</b></p> <p>Review your timeline, confirm you are on schedule</p>	<p><b>Unit 3</b></p> <p>Essay Questions</p>



Unit	Topics of Study	Activities	Assessments
FINAL	Request Final Chapters 6-10	50 Multiple Choice Questions 2 pts. each	

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## Course Expectations

### Email

Upper Iowa University employees and students are issued an UIU email account. University email communications will only be sent to UIU email address. Faculty and staff are not obligated to respond to students using non-UIU email accounts.

### Technology Requirements

#### Professional Writing and Speaking Guidelines

Communications in class and online should follow the Student Conduct and Discipline, Respect for the University Environment, and Code of Student Responsibility in the [Student Handbook](#) (pg. 20 and 21). Respect the opinions of others using appropriate language and communications.

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## University Policies

### Library Resources

As a student of Upper Iowa University, library resources (online journal databases, e-books, newspaper access, citation help, etc.) are available. If travel to the campus is not feasible, you can access the library through the University's website. Go to: [www.uiu.edu/library](http://www.uiu.edu/library). If you need assistance locating information or using the library's resources, please contact the library at [library@uiu.edu](mailto:library@uiu.edu), Phone: 563-425-5270.

To use any of the materials listed on the site, you can log in using your myUIU username and password. If you need help with your myUIU login credentials, please contact the UIU Help Center Desk at [helpdesk@uiu.edu](mailto:helpdesk@uiu.edu), Phone: 563-425-5876.

### Withdrawal (W)

If a student decides to withdraw from a course before the end of an enrollment period, the student's charges, financial aid, tuition assistance, and/or veteran benefits could be affected. All students should consult with the Business Office and Financial Aid Office to understand the financial impact of withdrawing prior to initiating the withdrawal process.

Tuition adjustments are independent from academic and financial aid deadlines. Upon receiving a request for withdrawal, using the number of lessons submitted as compared to the total due, a refund of tuition is made according to the following guideline.

On or before the first day of the enrollment period\* 100%

After the first lesson through 10% of the enrollment period 90%

After the first 10% through the first 25% of the enrollment period 50% After the first 25% of the enrollment period 0%

\*Enrollment is measured by the number of assignments to be submitted during a six-month period of time, as determined by the University, during which semester credits are earned toward graduation. The refund/repayments shall be calculated using the percentages noted above as determined using the number of assignments completed and the number of assignments yet to be submitted.

For example, if a student submitted 2 of 17 assignments, they completed 11.76% of the class assignments. The student would be refunded 50% of the tuition cost.

For students from Wisconsin, Maryland, Georgia, Oregon, or Arizona, state laws apply. For students enrolled through the cpacredits.com program, no refund is allowed after the first two weeks.

Students who withdraw from a course prior to submitting the first assignment, or who are administratively withdrawn for non-submission of assignments, will be charged an administrative fee of \$99.

Course withdrawal may impact financial aid eligibility. A financial aid counselor is available to discuss this decision.

Upper Iowa University is required to use a pro rata schedule to determine the amount of Title IV aid the student has earned at the time of withdrawal. If financial aid funds have been released to the student because of a credit balance on the student's account at Upper Iowa University, the student may be required to repay some or all of the amount released to the student. This policy is subject to federal regulations. Contact the Financial Aid Office for details.

Withdrawing from a course in progress may result in significant student account charges. Consult with the Business Office before withdrawing. For more information on financial aid implications, go to [uiu.edu/financialaid](http://uiu.edu/financialaid).

### **Administrative Withdrawal (AW)**

A grade of AW (administrative withdrawal) is recorded for any course from which a student is administratively withdrawn. **At least one complete assignment/unit must be received and verified by the instructor within the first 60 days of the enrollment period or the student will be administratively withdrawn from the course.** Students who are administratively withdrawn for non-submission of assignments, will be charged an administrative fee of \$99. Students through the cpacredits.com partnership follow the withdrawal policy listed above. Non-Attendance (NA): Never attended grades are not applicable to the Self-Paced Degree Program.

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### **Extension**

Students will be allowed to request an extension and receive an 'X' (-extension grade) at the end of their original six-month enrollment period if:

- A minimum of one assignment has been received for grading per guidelines **AND**
- All course units and exams are not completed and submitted **OR**
- A course withdrawal has not been initiated.

Note: The fee for a self-paced extension is \$99 per course. The request for an extension must be submitted

no earlier than one month before the end of the course and no later than a week before the end of the course.

#### Extension grade details

- When the extension is granted and an “X” grade is issued, the student will receive a four-month enrollment period to complete the course.
- Students do not have the option to withdraw from a course after the initial six-month enrollment period.
- An ‘X’ grade posted to the student’s official record will be replaced with a final letter grade; however, the extension will remain on the official transcript as a notation.
- If the course is not completed by the end of the extension period, the instructor will assign a final grade (A-F) based on work completed in relation to the total course requirements.
- If credit is not earned by the end of the extension period, students can reenroll and repeat the entire course for credit.

Note: Students are not reported as enrolled during the extension period and are not eligible for student loan deferment. No more than one extension will be granted.

#### Academic Accommodations

It is the policy of Upper Iowa University to ensure equal access to educational and co-curricular activities to students with disabilities as mandated by the Americans with Disabilities Act Amendments Act (ADAAA) and Section 504 of the Rehabilitation Act of 1973. A student seeking accommodations should contact the Director of Disability Services (DDS) as early in the session as possible. In order to receive accommodations, students must disclose their disability to the DDS by completing a *Voluntary Disclosure Form*, as well as providing appropriate documentation.

The *Voluntary Disclosure Form* is available in the DDS office or online at [Disability Services](#). Students will be given a *Request for Accommodations Contract* during their initial appointment with the DDS.

**This appointment will be in person for Fayette campus students and over the phone for center, online, and self-paced students.** It is the student’s responsibility to provide the instructors with a copy of the *Request for Accommodations Contract* (for Center or online students, these contracts are emailed out to instructors by the DDS for the student). Additionally, students should work cooperatively with their instructors throughout the session to make sure that appropriate accommodations are being made. You can contact the DDS at (563) 425-5949, [disabilityservices@uiu.edu](mailto:disabilityservices@uiu.edu), or stop by the office in the Student Center, Office of Student Life, Room 229.

#### Academic Misconduct Policy

Cheating, academic dishonesty, and plagiarism constitute a violation of the offender’s own integrity, as well as the integrity of the entire University; they will not be tolerated. Violators will receive sanctions based on the level of academic misconduct.

**Cheating** includes, but is not limited to:

- The use of unauthorized books notes or other sources in the giving or securing of help in an examination or other course assignments.

- The copying of other students' work or allowing others to copy your work. The submission of work that is not your own or allowing others to submit your work as theirs.
- The submission of the same work for two or more classes without the approval of instructors involved.

**Academic dishonesty** includes, but is not limited to:

- Sharing academic materials knowing they will be used inappropriately.
- Accessing another person's work without permission.
- Providing false or incomplete information on an academic document.
- Changing student records without approval.
- Obtaining and using texts or other materials intended for instructor use only.

**Plagiarism** includes, but is not limited to:

- The presentation of another's published or unpublished work as one's own.
- Taking words or ideas of another and either copying them or paraphrasing them without proper citation of the source.
- Using charts, graphs, statistics or tables without proper citation.

### **Levels of Academic Misconduct and Sanctions**

The faculty member teaching the course has the primary responsibility for resolving allegations of academic dishonesty, though egregious violations will be resolved by the School administration, the Academic Misconduct Board, or some combination thereof. The final decision on the level of a violation rests with the Academic Misconduct Board. Options for resolving an alleged case of academic dishonesty range from dismissing the allegation with no negative sanction to being expelled from the university ([Academic Misconduct Policy: Table 1](#)). A negative sanction is defined as an action taken by the faculty member that affects the student's grade for the assignment or his or her cumulative grade for the course. Anytime academic misconduct is detected, the procedures outlined in [Academic Misconduct Policy: Table 1](#) should be followed. The incident will be maintained in a searchable database maintained by the Office of Academic Affairs.

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### **Copyright Statement**

In recognition of the Copyright Law of the United States (Title 17, United States Code), Upper Iowa University reminds both faculty members and learners that a willful infringement of the law may result in disciplinary action. The University library has available materials discussing the "fair use" concept, along with criteria and guidelines for reproduction and use of copyrighted materials.

This syllabus is subject to change.

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