

**SJST-2180/PSYC-2180/WORK-2180. Everyday Conflicts and Their Resolution**

**Learning Outcomes**

Last Updated: December 15, 2016

(PDC161215-5.15)

| <p><b>Learning Outcomes</b><br/><i>This is a sentence completion exercise.</i></p> <p><u>At the end of the course, the successful student will know and be able to:</u></p>  | <p><b>Characteristics of a University of Windsor Graduate</b></p> <p><u>A U of Windsor graduate will have the ability to demonstrate:</u></p> |
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| <p>A.</p> <ul style="list-style-type: none"> <li>• Define and explain the significance of building-block concepts such as negotiation, hidden agenda, shadow negotiation, mutual gain, BATNA (Best Alternative to a Negotiated Agreement);</li> <li>• Differentiate and evaluate the usefulness and limitations of different models of conflict resolution;</li> <li>• Describe, analyze, and provide examples of attitudes, emotions, and behaviours that commonly promote and obstruct conflict resolution.</li> </ul> | <p>A. the acquisition, application and integration of knowledge</p>   |
| <p>B.</p> <ul style="list-style-type: none"> <li>• Employ data to establish objective criteria, areas of mutual gain, and BATNAs that help resolve conflicts.</li> </ul>   | <p>B. research skills, including the ability to define problems and access, retrieve and evaluate information (information literacy)</p>      |
| <p>C.</p> <ul style="list-style-type: none"> <li>• Create, experiment with, and critically evaluate the results of negotiating strategies that:                             <ul style="list-style-type: none"> <li>• maximize the likelihood of conflict resolution,</li> <li>• utilize the strengths and counteract the limitations of your personal conflict resolution style and/or,</li> <li>• work towards narrowing power differentials.</li> </ul> </li> <li>• (Also relevant to H)</li> </ul>                    | <p>C. critical thinking and problem-solving skills</p>  |
| <p>D.</p>  | <p>D. literacy and numeracy skills</p>  |
| <p>E.</p> <ul style="list-style-type: none"> <li>• Critically assess personal investment in winning or losing a negotiation;</li> <li>• (Also relevant to F)</li> </ul>  | <p>E. responsible behaviour to self, others and society</p>   |
| <p>F.</p> <ul style="list-style-type: none"> <li>• Resolve conflicts respectfully without damaging relationships by:                             <ul style="list-style-type: none"> <li>• Listening actively to others,</li> <li>• Negotiating in good faith,</li> <li>• Responding with informed confidence,</li> <li>• Practicing professional communication,</li> <li>• Recognizing and assessing the position of others.</li> </ul> </li> <li>• (Also relevant to E.)</li> </ul>                                     | <p>F. interpersonal and communications skills</p>   |
| <p>G.</p> <ul style="list-style-type: none"> <li>• Employ a strengths-based approach when critiquing the conflict resolution skills of group members;</li> <li>• Utilize the critiques of group members and the instructor to strength personal conflict resolution skills.</li> </ul>   | <p>G. teamwork, and personal and group leadership skills</p>  |

| <b>Learning Outcomes</b><br><i>This is a sentence completion exercise.</i>        | <b>Characteristics of a University of Windsor Graduate</b>           |
|---|--|
| <u>At the end of the course, the successful student will know and be able to:</u> | <u>A U of Windsor graduate will have the ability to demonstrate:</u> |
| H.  | H. creativity and aesthetic appreciation                             |
| I.  | I. the ability and desire for continuous learning                    |