

PSY 253: Conflict Resolution & Mediation

Explores the reasons for conflict and the different approaches for seeking resolution for conflict. Studies personal and societal value systems, the psychology of how people respond to conflict, the impact of culture on conflict styles, communication skills useful in dealing with conflict, and alternative resolution strategies. Practices mediation skills as a third party intervention method.

Credits: 3

Lecture Hours: 3

Prerequisites:

PSY 100

Pre-Requisite: Grade of C or better in PSY 100

Program: Psychology

Recommended:

Grade of C or better in ENG 100.

Student Learning Outcomes:

- List and discuss the basic issues of conflict, conflict management, and resolution.
- Apply the basic theories of conflict resolution.
- Integrate critical thinking of conflict resolution into communication and interaction patterns.
- Integrate constructs presented with personal knowledge and experience with conflict situations.