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| SOC/CJS 345 - Conflict Resolution | Cliff Donn |
| Spring 2020 | Office R-415, Phone extension 4467 |
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TOPICS: This course will deal with issues related to conflict and conflict resolution especially in family, community, employment and commercial settings. The material presented presumes you have had some coursework in Sociology or Criminology or equivalent social science material. If you are unsure if your background is adequate, please consult the instructor.   
  
SOURCES: The texts for the course will be Roger Fisher, William Ury and Bruce Patton, Getting to Yes 3rd edition, 2011, and Douglas Stone, Bruce Patton and Sheila Heen, Difficult Conversations, 2010, which can be purchased in the college bookstore. Other references, most of which are on reserve at the library, include selections from a variety of academic and practitioner journals.   
  
REQUIREMENTS: Course requirements will be discussed during the first two weeks of class. Students will have some control over their mode of assessment but it will include quizzes, a final examination and simulated dispute resolution exercises. Students will also be required to keep a journal recording various kinds of conflict reported in the news media and other sources. Students will discuss their journal entries in class. Both presentations and journals are discussed in greater detail on the course home page. Changes in assignments or requirements will be noted on the course home page. You must complete all assigned work and submit it when due in order to receive a passing grade in the course. Late assignments will not be accepted for credit under any circumstances but they must still be submitted or you cannot pass the class.

Regular class attendance and participation in class discussion are expected. Students who attend class and are prepared for discussion on a daily basis can expect these facts to be reflected in their grades. The inverse is also true. You should only take this course if you expect to be able to attend all class sessions. You should expect that missing more than one class, for any reason, will have a negative impact on your grade. In particular you may not leave early for or return late from Spring break or Easter break. Anyone who does will be required to produce a documented medical excuse.

Cell phones (and other electronic devices) must be turned off during class (not set to vibrate). Students are not allowed to leave class to receive or make phone calls, nor are they permitted to text or surf the web during class. If you anticipate an emergency telephone call on some particular day that necessitates your leaving your phone on, tell the instructor before class begins.

If you have a documented disability and wish to seek accommodation, please contact the instructor about that matter during the first two weeks of the semester.

STUDENT LEARNING GOALS: Students who successfully complete this course should be able to:

* Describe why and how interpersonal conflict arises
* Critique media reports of conflict situations
* Describe and analyze conflict resolution techniques
* Apply techniques for the resolution of interpersonal conflict

CLASS SCHEDULE: Please use this schedule to plan your reading which should be done before the relevant class.

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| Course Topics | Dates |
| A. Course Introduction | Jan 22,27,29 |
| B. Origins and Nature of Conflict | Feb 3 |
| C. Interpersonal Conversations | Feb 5,10,12,17,19,24 |
| D. Negotiation and Problem Solving | Feb 26, Mar 2,4,16,18 |
| E. Mediation | Mar 30, Apr 1 |
| F. Arbitration | Apr 6,8 |
| G. Arbitration Variations | Apr 22 |
| H. Non-Arbitration Variations | Apr 27,29 |
| I. Conclusions | May 4 |

CLASS ACTIVITIES

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| Activities | Dates |
| Quizzes | February 3,5,12,19,26, Mar 2,16,30, Apr 6,22,27 |
| Journals | February 17, Mar 4,25, Apr 15 |
| Negotiation Simulation1 | March 23,25 |
| Mid-term Examination | Week of February 26, outside of class, time & place to be arranged |
| Negotiation Simulation2 | April 15,20 |
| Critiques | February 10,24, Mar 18, Apr 8,20,27 |
| Class Presentations | As arranged with presenters |
| Final Exam | Monday, May 11, 3:00-5:30 |

EXPECTATIONS   
  
WHAT I EXPECT FROM YOU   
I expect that you will come to all class sessions on time, having done the reading assignment and prepared to participate by asking and answering questions and by expressing your opinions. I expect that you will ask questions about anything you don't understand. I expect that assignments will be done and turned in on time and that they will reflect the best work you can do. I expect that you will contact me if you are having any problems in the course or if you are having personal problems which may affect your performance in the course. Overall, I expect you to work hard at getting the most out of this course that you possibly can. In accordance with the policies of the New York State Department of Education which accredits Le Moyne College, you can expect to be assigned two to three hours of outside work for each hour of class time in the course.

Regular attendance and class discussion are an integral part of this course. If you unavoidably have to miss a class you should make sure that you get the class material from your classmates.   
  
WHAT YOU CAN EXPECT FROM ME   
You can expect that I shall come to class on time each day having thought about and prepared the material. You can expect that I shall answer your questions to the best of my ability and that your opinions will be heard with respect. You can expect that your assignments and exams will be graded carefully and returned in a timely manner and that you will be given an explanation of why you receive the grades you receive. You can expect that I shall make time to see you if you need to see me and that I shall keep regular office hours.   
  
WHAT WE SHOULD EXPECT FROM EACH OTHER  
A serious commitment to learning and a serious effort toward that end.

EXPECTED OUTCOMES  
The successful student will understand issues of how conflict arises and will be familiar with the literature which discusses how conflict can be resolved. The successful student will also acquire techniques for the resolution of conflict in the in daily life, in the community and in employment situations.

READING LIST   
  
B. Origin and Nature of Conflict

* Stone, Patton and Heen, Chap. 1

Optional:

* Walton and McKersie, A Behavioral Theory of Labor Negotiations, Chap. 1, "Introduction and Theoretical Framework"
* Vuchinich and Teachman, "Influences on the Duration of Wars, Strikes, Riots and Family Arguments," Journal of Conflict Resolution, September 1993
* Hirshleifer, "The Macrotechnology of Conflict," Journal of Conflict Resolution, December 2000

C. Interpersonal Conversations

* Stone, Patton and Heen, Chaps. 2-12

Optional:

* Suzy Fox and Lamont E. Stallworth, "How Effective is an Apology in Resolving Workplace Bullying Disputes?" Dispute Resolution Journal, May-July 2006
* Hwang and Burgers, "Apprehension and Temptation: The Forces Against Cooperation," Journal of Conflict Resolution, February 1999
* Diana Richards, "Reciprocity and Shared Knowledge Structures in the Prisoners Dilemma Game," Journal of Conflict Resolution, October 2001
* Pauline H. Tesler, "Collaborative Family Law, the New Lawyer, and Deep Resolution of Divorce-Related Conflict," Journal of Dispute Resolution, 2008, n.1

D. Negotiation and Problem Solving

* Fisher, Ury and Patton, Sections I-IV

Optional:

* Cutcher-Gershenfeld, Kochan and Wells, "In Whose Interest?  A First Look at National Survey Data on Interest-Based Bargaining in Labor Relations," Industrial Relations, January 2001
* Ahmer Tarar, "Constituencies and Preferences in International Bargaining," Journal of Conflict Resolution, June 2005
* McCartan Humphreys, "Natural Resources, Conflict and Conflict Resolution: Uncovering the Mechanisms," Journal of Conflict Resolution, August 2005

E. Mediation

* Jennifer M. Whitehill, Daniel W. Webster, Shannon Frattaroli and Elizabeth M. Parker, “Interrupting Violence: How the CeaseFire Program Prevents Imminent Gun Violence Through Conflict Mediation,” Journal of Urban Health, Vol.21, n.1, February 2014
* Gabriel H. Teninbaum, "Easing the Burden: Mediating Misdemeanor Criminal Matters," Dispute Resolution Journal, May-July 2007

Optional:

* Wall, Stark and Standifer, "Mediation: A Current Review and Theory Development," Journal of Conflict Resolution, June 2001
* James R. Madison, "Everything You Need to Know About Authority to Settle a Mediation," Dispute Resolution Journal, May-July 2008
* Kent B. Scott and Cody W. Wilson, "Questions Clients Have About Whether (and How) to Mediate and How Counsel Should Answer Them," Dispute Resolution Journal, May-July 2008
* Ralph Peeples, Catherine Harris, and Thomas Metzloff, "Following the Script: An Empirical Analysis of Court-Ordered Mediation of Medical Malpractice Cases," Journal of Dispute Resolution, 2007, n.1
* Susan Nauss Exon, "How Can a Mediator Be Both Impartial and Fair?: Why Ethical Standards of Conduct Create Chaos for Mediators," Journal of Dispute Resolution, 2006, n.2
* Amy G. London, "Med-Mal Mediation Offers Promise, But Systemic Obstacles Remain," Dispute Resolution Journal, August-October 2006
* Susan Zuckerman, "Mediation Program Helps Miss. and La. Rebuild After Katrina and Rita," Dispute Resolution Journal, August-October 2006
* Mareschal, "What Makes Mediation Work? Mediators' Perspectives on Resolving Disputes," Industrial Relations, July 2005
* Denenberg, "Needed: Barefoot Mediators," Perspectives on Work, V.9, n.1, Summer 2005
* Friedman and Lord, "Using Mediation to Stem the Tide of Litigation in the Ocean of Family Wealth Transfers," Dispute Resolution Journal, November 2004-January 2005
* Dubler and Liebman, "Bioethics: Mediating Conflict in the Hospital Environment," Dispute Resolution Journal, May-July 2004
* Posthuma et al., "Mediator Tactics and Sources of Conflict: Facilitating and Inhibiting Effects," Industrial Relations, January 2002
* Grieg, "Moments of Opportunity : Recognizing Conditions of Ripeness for International Mediation," Journal of Conflict Resolution, December 2001

F. Arbitration

* Dunlop and Zack, "The New Frontier of Employment Dispute Resolution," Perspectives on Work, V.1, n.1, 1997
* Steven C. Bennett, "An Introduction to Non-Binding Arbitration," Dispute Resolution Journal, May-July 2006
* Goldberg, "A Modest Proposal for Better Integrating Collective Bargaining and Interest Arbitration," The Labor Lawyer, Summer 2003

Optional:

* James J. Sentner, Jr., "Arbitrator Discretion: Should It Be Restricted by Party Stipulation of Governing Procedural Rules?" Dispute Resolution Journal, November 2007-January 2008
* Benjamin Wolkinson and Mark Roehling, "The Arbitration of Weight Discrimination Grievances," Dispute Resolution Journal, November 2007-January 2008
* Farber, "Splitting-the-Difference in Interest Arbitration," Industrial and Labor Relations Review, October 1981
* Claude R. Thomson and Annie M.K. Finn, "Confidentiality in Arbitration: A Valid Assumption? A Proposed Solution!" Dispute Resolution Journal, May-July 2007
* Linda Bartlett, "Lights, Camera, Action! Arbitration in the Entertainment Industry," Dispute Resolution Journal, November 2006-January 2007
* Louis L.C. Chang, "Keeping Arbitration Easy, Efficient, Economical and User Friendly," Dispute Resolution Journal, May-July 2006
* Gerald F. Phillips, "Same-Neutral Med-Arb: What Does the Future Hold?" Dispute Resolution Journal, May-July 2005
* Posthuma and Swift, "Legalistic and Facilitative Approaches to Arbitration: Strengths and Weaknesses," Labor Law Journal, Fall 2001

G. Arbitration Variations

* Stevens, "Is Compulsory Arbitration Compatible with Bargaining," Industrial Relations, February 1966
* Donn, "Games Final Offer Arbitrators Might Play" (Industrial Relations, Vol. 16, No. 3, October 1977)
* Donn and Hirsch, "Making Interest Arbitration Costly: A Policy Proposal," (Journal of Collective Negotiations in the Public Sector, Vol. 12, No. 1, 1983)

Optional:

* Dickinson , "A Comparison of Conventional, Final-Offer and `Combined' Arbitration for Dispute Resolution," Industrial and Labor Relations Review, January 2004
* Bingham and Mesch, "Decision Making in Employment and Labor Arbitration," Industrial Relations, October 2000
* Donn, "Alternative Impasse Procedures in the Public Sector," Labor Law Journal, August 1981

H. Non-Arbitration Variations

* Ayres and Nalebuff, "The Virtues of the Virtual Strike," Forbes, November 25, 2002
* Caspi, "Virtual Strike," paper presented at the Asian Regional Conference, International Industrial Relations Association, Seoul , 2003

Optional:

* Sosnick, "Non-Stoppage Strikes: A New Approach," Industrial and Labor Relations Review, October 1964
* Sebenius and Wheeler, "Sports Strikes: Let the Games Continue," New York Times, October 30, 1994
* Lax and Sebenius, " A Better Way to Go on Strike," Wall Street Journal, February 24, 1997
* Schneider and Kramer, "The Limitations of Fair Division: An Experimental Evaluation of Three Procedures," Journal of Conflict Resolution, August 2004

I. Conclusions

* No reading