JOHN JAY COLLEGE OF CRIMINAL JUSTICE
The City University of New York
899 Tenth Avenue, New York, NY 10019

THE SOCIOLOGY OF CONFLICT AND DISPUTE RESOLUTION
SOC 206, Section 05
Course Syllabus - Fall 2024

When:	Hybrid, asynchronous on Brightspace and **in-person on Wednesdays 10:50 AM – 12:05 PM** Course materials will be posted on Wednesdays Assignments are due on Tuesdays
Where:	Hybrid, asynchronous on Brightspace and **in-person at New Bldg 1.69**
Professor:	Simone Dornbach MSW (she/her) sdornbach@jjay.cuny.edu (preferred email address) professor.dornbach@gmail.com
Virtual Office Hours:	By appointment. Please email me at sdornbach@jjay.cuny.edu to schedule a Zoom appointment.
Pre-requisites:	ENG 101 and SOC 101
Credit Hours:	3
Required Texts:	▪ "People Skills" by Robert Bolton, ISBN 067162248X (approx. $13 new) Chapter 2-4 **Textbook can be purchased through John Jay Online Bookstore**. ▪ **FREE**: "Conflict Resolution in the Helping Professions" by Allen Barsky, 2nd edition (2014) available for free in John Jay's e-book library at the link below. You can read it online or download it as a PDF. https://ebookcentral.proquest.com/lib/johnjay-ebooks/reader.action?docID=1695933
Midterm Exam (online on Brightspace)	Week 10: Wednesday, October 30, 2024 from 8:00 AM to Tuesday, November 5, 11:59 PM Eastern Time.
Final Exam (online on Brightspace)	Week 16: Thursday, December 12, 2024 from 8:00 AM to Wednesday, December 18, 11:59 PM Eastern Time

COURSE DESCRIPTION

This course will examine the causes of disputes, the challenges that arise in resolving them, the alternative methods for settling them and the advantages of collaborative resolution. The focus will be on the factors that drive conflict in everyday life, and how a conscious awareness of what influences our reactions to conflict can help manage it more constructively.

STRUCTURE OF COURSE

This is a hybrid asynchronous course -- meaning we will have parts of the class asynchronous on Brightspace and parts in-person. It will be important that you manage your time in an organized way. Each week's coursework will include reading as well as assignments (a quiz and/or a written response). I recommend that you reserve enough time (a minimum of 75 minutes) during the week to complete the asynchronous coursework.

Every Wednesday new course content will be posted. All assignments will be due on the following Tuesday by 11:59 PM unless otherwise noted. You will find all coursework under "Coursework by Week" and all assignments under "Assignments by Week" on your left-hand menu on Brightspace. I will try to grade everyone's work by the following Tuesday.

Please reach out to sdornbach@jjay.cuny.edu whenever questions and concerns arise. I will try to get back to you within a 24-hour period during the weekdays. Please understand that I may not be able to get back to you immediately during the weekend and on public holidays.

TECHNICAL REQUIREMENTS

In order to successfully complete this course, you will need access to a computer or laptop and internet connection.

In this course, we will be using Brightspace on a weekly basis for course materials, homework assignments and assessments. Students will need to have access to their Brightspace account and their cuny.edu email address. Please ensure that your cuny.edu email address is linked to your Brightspace account.

Email originating in the Brightspace Learning Management System is forwarded to your Preferred email address in CUNYfirst. It is very important that you check CUNYfirst to verify which email is set as Campus and Preferred to make sure that you are not missing any emails or notifications through Brightspace. If you have a personal email account set as Preferred, we recommend that this is updated to your John Jay email as soon as possible as non-CUNY emails can cause bounce backs errors to your instructors. Please note John Jay LMS Support and the John Jay Help Desk cannot troubleshoot non-CUNY email issues. More information on how to set your email address can be found here.

Brightspace Pulse can be downloaded as an app to any phone and tablet. While the app has many benefits, it is strongly recommended to not submit assignments through the Brightspace app.

If you need any guides and tutorials for Brightspace, you can find them under the Tech Resources/Help tab at the top of the Brightspace screen. You can also find more help here (scroll down to students) and in the Brightspace Community.

A few more tips to get started:
John Jay email and notifications settings for Brightspace
Brightspace Student Tutorials
How to navigate Brightspace as a learner
Brightspace Pulse App
Brightspace Accessibility Gateway
Brightspace Troubleshooting (virtual assistant)
How to change your CUNY Login Password

If you need more help than listed above, please find the contact information for Brightspace support under "student resources" on page 6.

LEARNING OUTCOMES

- Understand central theories about the sources of conflict.
- Become familiar with the field of conflict resolution and the strategies and roles that fit within it (especially within the helping professions).
- Know how to analyze the components of a conflict (roadblocks, party interests, feelings, etc.) and choose appropriate conflict resolution response.
- Become a reflective thinker with greater awareness of your own conflict tendencies and capacities.

GRADING & COURSE EXPECTATIONS

Homework Assignments	20%
Quizzes	20%
Participation/Attendance	20%
Midterm Exam	20%
Final Exam	20%

Homework Assignments: 20%
During the semester there will be four homework assignments asking you to respond to a prompt about the week's topic, including a group project. Each assignment will have a rubric and information about what makes for a strong submission.

Quizzes and PlayPosit: 20%
On certain weeks you will have a short quiz or PlayPosit activity that will ask you about the asynchronous part of the course. It consists of multiple-choice/true-or-false questions or open-ended questions (5 short questions). Each quiz covers the content of the respective week. All quizzes and PlayPosits will be posted online on Brightspace.

Participation/Attendance: 20%
Your attendance and active participation are crucial for being successful. Each week you will be asked to actively participate in classroom discussions. You are expected to attend every in-person class.

Midterm Exam: 20%
The midterm exam will be held online on Brightspace and it consists of questions from the first part of the semester. It is scheduled for week 10 Wednesday, October 30, 2024 from 8:00 AM to Tuesday, November 5, 11:59 PM Eastern Time.

Final Exam – 20%
The final exam will be held online on Brightspace and it consists of questions from the second part of the semester. It is scheduled for week 16 Thursday, December 12, 2024 from 8:00 AM to Wednesday, December 18, 11:59 PM Eastern Time.

Brightspace Learning Schedule

Scheduled Brightspace Post	**Task**	**Due**
Wednesdays (before class)	Weekly Readings & Assessments	Tuesdays at 11:59pm (before class)
Wednesdays (after class)	Written Assignments	Tuesdays at 11:59pm (after class)

Late Work/Missed Classes
You are expected to submit all assignments by their due dates. All missing assignments will be graded with 0.00. Please address any scheduling conflicts before you reach a deadline so that we can find a solution. If you have a documented emergency, you may make special arrangements with me. Upfront communication works best, so please do not hesitate to approach me sooner than later. Is the assignment turned in late, feedback will be given at my earliest convenience.

Extra Credit
Extra credit may be used to improve your course grade. You have a few options of extra credit:

1. A 2-page paper OR a 10-minute video presentation about a conflict resolution related event (one of the John Jay DR breakfast speakers, or another DR-related event approved by me).
2. A 2-page paper about a restorative justice podcast interview. More information on Brightspace.
3. Full and on-time attendance to all classes AND no late submissions of required assignments during the semester will also give you extra credit.

Each extra credit assignment will add one (1) point to your final grade. I will accept a maximum of three extra credit assignments per student. Extra credit assignments must be turned in by Wednesday December 11, 11:59 PM.

***For Writing Assignments*:** Use a legible font in 11 pt. e.g. Arial, Calibri, Georgia or Times New Roman (12pt), double-spaced with 1-inch margins, numbered pages, and APA citation style. Please follow the rubric attached to each assignment to reach maximum points. Only homework assignments submitted as word or pdf files will be accepted.

For Reading Assignments: All readings will be available online and on Brightspace, except chapters from *People Skills*.

Grading Scale: Points accumulated and corresponding letter grade.

Points	Grade
93 -100	A (Excellent)
90 – 92.9	A-
87.1 – 89.9	B+
83.0 - 87.0	B (Good)
80 – 82.9	B-
77.1 – 79.9	C+
73 - 77	C (Satisfactory)
70 – 72.9	C-
67.1 – 69.9	D+
63 - 67	D (Passing)
60 – 62.9	D-
Below 60	F (Not passing)

Note: As per JJC policy, an F is not erased when the course is taken again and passed.

ACADEMIC POLICIES AND INFORMATION

Statement of the College Policy on Plagiarism

Plagiarism is the presentation of someone else's ideas, words, or artistic, scientific, or technical work as one's own creation. Using the ideas or work of another is permissible only when the original author is identified. Paraphrasing and summarizing, as well as direct quotations require citations to the original source.

Plagiarism may be intentional or unintentional. Lack of dishonest intent does not necessarily absolve a student of responsibility for plagiarism.

It is the student's responsibility to recognize the difference between statements that are common knowledge (which do not require documentation) and restatements of the ideas of others. Paraphrase, summary, and direct quotation are acceptable forms of restatement, as long as the source is cited. Students who are unsure how and when to provide documentation are advised to consult with their instructors. The Library has free guides designed to help students with problems of documentation. More information about John Jay College's Standards of Academic Integrity: https://www.jjay.cuny.edu/academic-integrity

College Policy on Artificial Intelligence Technology

Unless specifically authorized, the use of artificial intelligence technology is a violation of the CUNY/John Jay College Policy on Academic Integrity and constitutes both cheating and plagiarism. Submitting work generated by someone or something other than yourself as if it were your own is cheating. Presenting ideas, concepts, words etc. without providing appropriate credit to your sources is plagiarism.

Americans with Disabilities Act (ADA) Policies
Students who believe that they may need an accommodation due to a disability are encouraged to immediately contact the Office of Accessibility Services (OAS) in the New Building, room L.66 (212-237-8031), or accessibilityservices@jjay.cuny.edu. Students are welcome but not required to speak with the instructor privately to discuss specific needs for the class. Students with disabilities are entitled to confidentiality over disability-related status or details. Students are not required to disclose their specific disability to their instructors or anyone else.

STUDENT RESOURCES

Brightspace Support Contact Information
Hours of Operation
Monday – Friday 9:00 AM to 5:00 PM

Students Inquiries: LMS.student@jjay.cuny.edu
For Brightspace related questions please call 212-484-1197

Writing Center (for help with papers): 212-237-8569

Wellness Center
We all need special support from time to time. You do not have to suffer through anything alone. Check out JJC's Wellness Center for many types of help: https://new.jjay.cuny.edu/student-life/wellness-center

The Wellness Center offers several FREE and CONFIDENTIAL services, including:
- Food bank - 212-237-8052
- Health services - 212.237.8052
- Mental health counseling (individual, group, couples/family) – 212-237-8111
- Emergency Funding

Students' Academic Resources & Services
Visit the Students' Academic Resources & Services website for a full list of student support resources: http://www.jjay.cuny.edu/students.

They include:
- Academic Advisement Center
- Center for Career & Professional Development
- John Jay College Children's Center
- Housing
- Military and veteran services
- Women's Center for Gender Justice
- LGBTQ+ Resource Center
- Jay Express Services
- The Immigrant Student Success Center

Resources for Reporting Sexual Harassment, Sexual Assault, Stalking, or Domestic and Dating/Intimate Partner Violence

The individuals below are available to discuss your rights and the resources available to you as well as help you explore your options for reporting sexual misconduct, harassment or discrimination of any kind:

1. Gabriela Leal, Title IX Coordinator, 646-557-4674, gleal@jjay.cuny.edu
2. Diego Redondo, Director of Public Safety & Risk Management, 212-237-8524, dredondo@jjay.cuny.edu
3. Danielle Officer, Interim Dean of Students, 212-237-8185, dofficer@jjay.cuny.edu

To speak confidentially, you may contact Women's Center Counselor and Gender-Based Violence Prevention and Response Advocate, Jessica Greenfield, jgreenfield@jjay.cuny.edu. For more information, please see CUNY's Policy on Sexual Misconduct (PSM), go to https://new.jjay.cuny.edu/about/governance-leadership/finance-administration/public-safety/policies-procedures/sexual-misconduct.

For emergencies, find the right number here: https://new.jjay.cuny.edu/student-life/wellness-center/counseling-services-center/what-do-emergency

If personal issues are becoming barriers to your class participation or assignments, please reach out to me immediately. I support you in asking for help to navigate these resources, and – within my ability -- will work with you to succeed in this class.

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CLASS TOPICS by Week

*For full reading citations see bibliography at the end of this syllabus

Week	Date	TOPIC	Due Date
Week 1		**WELCOME** • Syllabus overview	
WED	8/28	First Day of Fall Semester 2024 In Person: New Bldg 1.69 Taught by Prof. Bradley Roth *HW: Introduce yourself*	
FRI	8/30	Asynchronous – prep work for week 2 will be posted on Brightspace	9/3
Week 2		**INTRODUCTION/CREATING OUR LEARNING SPACE** • Getting to know each other • Creating our learning contract/ agreements	
WED	9/4	In Person; prep work for week 3 will be posted on Brightspace *No HW*	9/10
FRI	9/6	Asynchronous *PW: Reading, PlayPosit*	9/10
Week 3		**INTRO TO CONFLICT RESOLUTION** • What is conflict resolution? • Basic definitions of conflict • Main types of conflict intervention roles • Defining the field of conflict and dispute resolution	
WED	9/11	In Person *No HW*	9/17
FRI	9/13	Asynchronous *PW: Reading, Short Quiz*	9/17
Week 4		**WHAT IS CONFLICT?** • Evolution of the conflict resolution field • Theories of conflict and conflict resolution in major disciplines	
WED	9/18	In Person	9/24

FRI	9/20	Asynchronous *PW: Reading, Short Quiz, Take IAT*	9/24
Week 5		**REFLECTIVE PRACTICE IN CONFLICT RESOLUTION** **Becoming a reflective practitioner** • Personal and professional awareness Identifying our values in conflict	
WED	9/25	In Person *HW: Take Implicit Bias Training*	10/15
FRI	9/27	Asynchronous *PW: Take the Conflict Style Assessment, watch video, read, take short quiz*	10/8
Week 6			
WED	10/2	NO CLASSES SCHEDULED	10/8
FRI	10/4	NO CLASSES SCHEDULED	10/8
Week 7		**CONFLICT STYLES** • Identifying your conflict styles • Learning how to work with your own and others' conflict styles	
WED	10/9	In Person *HW: Written Assignment*	10/15
FRI	10/11	Asynchronous – NO CLASSES SCHEDULED *PW: Read, watch video, take short quiz*	10/15
Week 8		**BASIC CONFLICT ANALYSIS SKILLS** • Identifying communication spoilers or roadblocks • Identifying issues, feelings and needs	
WED	10/16	In Person	10/22
FRI	10/18	Asynchronous *PW: Read, watch PlayPosit video and submit answers*	10/22
Week 9		**BASIC CONFLICT INTERVENTION SKILLS** • Familiarizing ourselves with basic skills in CR: listening, asking questions, making statements • Q & A Midterm Exam	

WED	10/23	In Person *HW: Feedback Survey*	10/29
FRI	10/25	Asynchronous	10/29
Week 10		**MIDTERM EXAM (20% of course grade)**	
WED	10/30	NO IN-PERSON CLASS – Midterm Exam on Brightspace opens (available until 11/5)	11/5
FRI	11/1	Asynchronous – Preparing yourself for the Midterm Exam *PW: Read*	11/5
Week 11		**NEGOTIATION** • Reviewing definition of negotiation • Understanding main approaches to negotiation: power-based, rights-based, interest-based and transformative	
WED	11/6	In Person *HW: Watch PlayPosit Video*	11/12
FRI	11/8	Asynchronous *PW: Read*	11/12
Week 12		**MEDIATION** • Reviewing definition of mediation and how it compares with other third-party interventions such as arbitration • Familiarizing ourselves with what a mediation looks and sounds like • Understanding different approaches to mediation	
WED	11/13	In Person *HW: Take Short Quiz, Group Project – Mediation Role Play*	11/19
FRI	11/15	Asynchronous *PW: Read, take short quiz*	11/19
Week 13		**GROUP FACILITATION** • Understanding common group conflict dynamics • Familiarizing ourselves with common group facilitation approaches and skills	
WED	11/20	In Person No Homework	12/3

FRI	11/22	Asynchronous PW: *Read, watch videos*	12/3
Week 14		**THANKSGIVING WEEK**	
WED	11/27	NO IN-PERSON CLASS; classes follow a Friday schedule	12/3
FRI	11/29	Asynchronous – NO CLASSES SCHEDULED	12/3
Week 15		**RESTORATIVE JUSTICE** • Understanding restorative justice philosophy • Becoming familiar with restorative justice practices • Participating in a restorative circle	
WED	12/4	In Person *HW: Finishing up all missing assignments*	12/10
FRI	12/6	Asynchronous	12/10
Week 16		**CLOSING THE SEMESTER** • Q & A Final Exam • Class evaluations • Saying goodbye	
WED	12/11	In Person	--
FRI	12/13	Asynchronous – Preparing yourself for and taking the Final Exam	--
Week 16/17		**FINAL EXAM (20% of course grade)**	
THURS	12/12	Final Exam on Brightspace <u>opens.</u>	12/18
WED	12/18	NO IN-PERSON CLASS – Final Exam on Brightspace <u>closes.</u>	12/18

CLASS BIBLIOGRAPHY

***** Indicates books for purchase

Barsky, A. (2014). *Conflict Resolution in the Helping Professions, 2nd edition.* Oxford University Press, Inc. Available for free in John Jay's e-book library at the link below. You can read it online here: https://ebookcentral.proquest.com/lib/johnjay-ebooks/reader.action?docID=1695933

Beer, J.; Packard, C.; Stief, E. (2012). *The Mediator's Handbook.* Revised and expanded 4th edition. New Society Publishers. Available for free in John Jay's e-book library at the link below. You can read it here: https://ebookcentral.proquest.com/lib/johnjay-ebooks/reader.action?docID=5180732&ppg=1

*Bolton, R. (1986). *People Skills: How to Assert Yourself, Listen to Others, and Resolve Conflicts*. New York: Touchstone.

Rice, S. (2000). *Non-violent conflict management: Conflict resolution, dealing with anger, and negotiation and mediation*. Berkeley: University of California at Berkeley, California Social Work Education Center. Open Educational Resource Textbook

Rosenberg, M.; Chopra, Deepak (2015). *Nonviolent Communication. Life-Changing Tools for Healthy Relationships,* 3rd Edition. Encinitas, CA: Puddle Dancer Press. Available for free in John Jay's e-book library at the link below. You can read it here: http://ez.lib.jjay.cuny.edu/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=nlebk&AN=1584787&site=ehost-live&ebv=EB&ppid=pp_Cover

Wrench, J., Punyanunt-Carter, N., and Thweatt, K. (2020): Interpersonal Communication: A Mindful Approach to Relationships. SUNY Open Educational Resource Textbook