

MLS (Conflict Resolution) Course Descriptions – ASU College of Law

Arbitration

This class focuses upon the law, policy and practices relating to arbitration process, using a third-party neutral to render a decision for disputing parties, as it is utilized in consumer and commercial sectors. The class will focus on the Federal Arbitration Act, important policy implications of arbitration, and issues that organizations and individuals should consider when both contemplating entering an arbitration agreement and participating in an arbitration process.

Conflict Resolution Skills Seminar

This two-day interactive skills class gives students an introduction into the essentials of two conflict resolution skills – conflict coaching and group facilitation. The conflict coaching component focuses upon the one-on-one skills and strategies used to support others' ability to engage in, manage, or productively resolve conflict. The group facilitation component focuses upon the skills necessary to assist groups identify and solve problems and make decisions to increase the group's effectiveness.

Conflict Theory

Conflict Theory focuses on conflict *before* resolution strategies are considered. Thus, the class concentrates on the sources and nature of conflict – how and why it escalates, de-escalates, or persists, and the conditions under which it can be constructive or destructive. The class is designed to give students a better understanding of the meaning and dynamics of conflict to broaden a student's understanding of how conflict resolution strategies operate within the broader structure of conflict situations.

Dispute Systems Design

Dispute systems design (DSD) involves the design of systems or mechanisms which are used within organizations to routinely handle similar, repeated disputes. This class investigates the process for DSD including: initial needs assessment, system development, education and training, implementation, and on-going evaluation and modification.

Divorce and Family Mediation

This course gives students an understanding the divorce and family mediation process from beginning to end. Students explore the role of the family mediator, successful mediator strategies, skills, and approaches to manage, de-escalate, and help resolve challenging family conflicts. Through participation in guided role-play simulations, interactive discussions, writing assignments, and development of each student's own "dispute resolution portfolio," students will step into the shoes of the professional family mediator and develop advanced mediation techniques to use professionally and personally.

Foundations of Conflict Resolution

This two-day interactive skills class gives students an introduction into the essential skills involved in conflict resolution – listening, asking questions, separating people from the problem, and differentiating positions from interests.

Mediation

This class examines all aspects of the mediation process, where a neutral third party assists others in resolving disputes, in a variety of contexts. The course addresses the skills, theory, public policy, and ethics of mediation by participating in a series of simulation exercises and through reading assignments.

Negotiation

Negotiation is a critical leadership skill yet largely counter-cultural to many of us. Understanding our individual strengths and developing an intentional negotiation strategy will enable each of us to achieve more sustainable agreements in our work and life. This course examines all aspects of the negotiation process from preparation to writing up agreements. Students will learn negotiation principles, skills, and ethics by participating in a series of simulation exercises and through reading assignments.

Practicum

To engage in theory-to-practice learning, students will participate in fieldwork designed to further develop their conflict resolution skills and see how conflict resolution works in practice. Specifically, students will be working in organizational settings with conflict resolution professionals and their clients in a variety of roles.

Psychology of Conflict

This course will investigate a range of psychological concepts and focus on how those concepts relate to both the theory and practice of conflict resolution. Specifically, the class will explore the psychological and social dimensions of conflict in intrapersonal, intergroup, and intragroup settings. Additional areas of study include conflict and cooperation, the benefits and costs of various responses to conflict, and the factors that predict constructive and destructive responses to conflict.

Workplace and Organizational Conflict

This course examines the complexity of workplace conflict through the role of organizational climate and culture and the core communication challenges and strategies for managing workplace conflict. Focus will be paid to providing the tools, such as teambuilding and positive management, to create productive and healthy conflict in the workplace.