

**WILMINGTON UNIVERSITY**  
**COLLEGE OF SOCIAL & BEHAVIORAL SCIENCES**  
**BASIC COURSE INFORMATION**

**COURSE TITLE:** Introduction to Conflict Management

**COURSE NUMBER:** PSY/ORG 477

**I. COURSE DESCRIPTION:**

The learning objectives of this course encompass the broad views of conflict and related social and professional interactions. The materials and assignments will emphasize both one's conscious use of self and analysis of others' feelings and behaviors in dealing with conflict and its dimensions. This study will include power, emotions, conflict styles, and negotiation skills.

**II. MAJOR INSTRUCTIONAL GOALS:**

**GOAL A:**

Examine the foundational elements of conflict.

**Learning Outcomes:** The student will be able to:

- A-1 Explain the origins, nature, and dynamics of interpersonal conflict.
- A-2 Evaluate the role of attribution and blame in conflict.
- A-3 Explain and analyze the factors that both exacerbate and defuse conflict.

**GOAL B:**



- F-2 Evaluate communication methods to defuse rather than exacerbate conflict.
- F-3 Analyze methods to move past impasse in managing conflict.

**GOAL G:**

Investigate the processes of forgiveness, reconciliation and peacemaking.

**Learning Outcomes:** The student will be able to:

- G-1 Articulate key principles that inform and enhance the process of repairing relational wounds.
- G-2 Define and outline conceptions and misconceptions about forgiveness and reconciliation.
- G-3 Evaluate the role of apology and forgiveness in conflict.
- G-4 Analyze and apply peacekeeping and peacemaking elements, theories and methods to an example of international conflict.

**GOAL H:**

Use appropriate written and oral communication.

**Learning Outcomes:** The student will:

- H-1 Communicate clearly and proficiently in a grammatically correct manner.
- H-2 Present written information using APA style.