

**LSB 5203
Issue and Conflict Management
SPRING 2016**

**Spears School of Business
Oklahoma State University**

Instructor:

Dr. Mac McCrory
Adjunct Instructor: Spears School of Business

Contact Information:

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Office Hours: By appointments in the Desire2Learn discussion board or via email or phone.

Course Site: Desire2Learn (Online Classroom): <http://oc.okstate.edu>

Distance Learning Support: spearsdistance@okstate.edu

Technical Assistance for Video Lectures:

http://ra.okstate.edu/stw_ssb/cepd/VideoHelp

Phone: 405-744-4048

Overview of the Course

This course provides an introduction to the concepts and theories of risk, decision-making, negotiation, and alternative dispute resolution (ADR); elementary applications of Issue Management and ADR; history of application. ADR is becoming widely used in our society, both in the legal field and business/industry in general. Issues range from marital disputes, tenant/landlord, and employee relations, to name a few. All are potential issues for alternative means of dispute resolution.

Course Goals

The goal of this course is for the student to develop an appreciation for the alternative methods of resolving disputes in their everyday lives. From personal to professional life, we are continually presented with disagreements, conflicts, and/or disputes. Learning various styles of resolving these issues will contribute to the student's whole life.

Course Objectives

By the end of the class, the student will:

1. Understand the alternative dispute resolution processes.
2. Analyze concepts and theories of risk and risk management.
3. Analyze the difference between facilitation, mediation, and arbitration.

4. Evaluate the processes of decision-making.
5. Demonstrate an understanding of cultural influences on conflict and communication styles.
6. Identify the skills necessary to facilitate and mediate disputes.
7. Evaluate personal communication skills and skills necessary for effective ADR.
8. Evaluate situations and determine appropriate use of facilitation, mediation, or arbitration.
9. Differentiate between various modes of Issue Management and ADR and evaluate the application of those methods to conflict and dispute.
10. Demonstrate (through written assignment) the knowledge and application of ADR principles to personal and/or professional life.

Texts and Supplementary Materials

Required Text

Fight The Good Fight. Mac McCrory. Tate Publishing, Mustang, OK. ISBN: 978-1-61769-115-6

Link:

<http://www.tatepublishing.com/bookstore/book.php?w=978-1-61739-115-6>

Getting to Yes: Negotiating Agreement Without Giving In. Roger Fisher & William Ury, NY: Penguin Press. ISBN: 0-143118757

Optional Texts

Please Understand Me II. David Keirse. Prometheus, 1998. ISBN: 1-885705-02-6

The Practice of Mediation. Douglas N. Frenkel & James H. Stark. Wolters Kluwer. New York. ISBN: 978-0-7355-4439-0

Mediation Theory and Practice. Suzanne McCorkle, Melanie Reese, Pearson Press, Boston. ISBN: 0-205-36108-0

The Promise of Mediation: The Transformative Approach to Conflict. Robert Bush & Joseph Folger. Josey Bass. San Francisco, CA. ISBN0-7879-7483-8

How to Mediate Your Dispute. Peter Lovenheim, Nolo Press, Berkeley, CA. ISBN. 0-87337-329-4

The Skilled Facilitator. Roger Schwarz. Josey-Bass. ISBN. 0-7879-4723-7

The Art of Partnering. B. Curtis Hamm & Mark Moore. Hamm. ISBN. 0-9709996-9-0

Conflict Mediation Across Cultures David Augsburer. Westminster/John Knox Press. Louisville, KY. ISBN. 0-664-25609-0.

Getting Past No. William Ury. Bantam Books, New York, NY. 1991.
ISBN:978-0-553-37131-4

<http://mediate.com/>
<http://www.iacm-conflict.org/>
<http://humanmetrics.com/>

Attendance Policy

As long as the student meets assignment deadlines, there will be no required attendance. Discussion board is for student discussion. I'll respond if appropriate. Questions may be directly addressed to instructor via email. Normally I will respond within one business day. Some questions may be asked/answered to the entire class if appropriate (TBD by instructor).

Grading Policy (Assignments and exams are one in the same)

The grades in this class break down as follows:

Assignment (exam) One: Communication style	100 pts
Assignment (exam) 2: Article Synopsis	100 pts
Assignment (exam) Three: your own case	200 pt
Final exam: Comprehensive	<u>200 pts</u>
TOTAL	600 pts

These assignments serve as the only exams for this course.

Letter grades will be assigned according to the standard scale.

540-600 pts.	= A
480-539 pts.	= B
420-479 pts.	= C
360-419 pts.	= D
Below 360pts	= F

20% deduction for unexcused late assignments

Description of Course Requirements

The descriptions of the course requirements are delineated on the assignments page on the D2L site. It is the student's responsibility to ensure they understand the assignments and that all assignments are submitted in proper format in a timely manner.

Exams

You will take four exams throughout the semester, all delivered via Desire2Learn. These exams will be essay/writing. The exam content will be largely based on video lectures and readings. Since all exams are essay, no proctoring is necessary. Contact the Spears School Distance Learning office at spearsdistance@okstate.edu, or call (405) 744-4048 if you have any technical questions. Content questions should be sent to the instructor via

direct email (mac.mccrory@okstate.edu). Technical questions should be sent to the Spears School Distance Learning office at spearsdistance@okstate.edu, or call (405) 744-4048

Instructor Response

Student may make any inquiry directly to instructor via email. Instructor will respond within one business day. Any inquiries made to the instructor may be asked and answered to the whole class if deemed appropriate by the instructor.

Make-up Policy

Students are expected to submit each assignment in a timely manner. If for any reason a student cannot submit an assignment, he or she must notify the instructor at least 72 hours prior to the examination to request an extension. Late assignments (unexcused) will automatically be deducted 20% of maximum allowable points.

University Policy

Drop Policy

Information about university drop policy and dates is at this website:

<http://registrar.okstate.edu/>

Click on “class schedules,” and “short, internet, and outreach courses”

To drop this course, contact the Registrar’s office, (405) 744-6876, or drop through SIS (Student Information Services).

Academic Integrity

Oklahoma State University is committed to the maintenance of the highest standards of integrity and ethical conduct of its members. This level of ethical behavior and integrity will be maintained in this course. Participating in a behavior that violates academic integrity (e.g., unauthorized collaboration, plagiarism, multiple submissions, cheating on examinations, fabricating information, helping another person cheat, unauthorized advance access to examinations, altering or destroying the work of others, and fraudulently altering academic records) will result in your being sanctioned. Violations may subject you to disciplinary action including the following: receiving a failing grade on an assignment, examination or course, receiving a notation of a violation of academic integrity on your transcript (F!), and being suspended from the University. You have the right to appeal the charge. Contact the Office of Academic Affairs, 101 Whitehurst, 405-744-5627, academicintegrity.okstate.edu.

Accessibility

Any student in this course who has a disability that may prevent him or her from fully demonstrating his or her abilities should contact the instructor as soon as possible, so we can discuss accommodations necessary to ensure full participation and facilitate your educational opportunity. For more information about OSU Student Disability Services, please go to: <http://www.okstate.edu/ucs/stdis/>

Class schedule

The class schedule is considered the assignment schedule. All assignment deadlines must be met unless the instructor grants an extension at least 72 hours in advance of the deadline. Extensions granted via email directly to student.

Internet Netiquette Guidelines

A melding of the words "network" and "etiquette", **netiquette** refers to the manner in which communication is conveyed in an electronic environment.

Here are some guidelines for communication within this course:

- REFRAIN FROM USING ALL CAPS. It is considered SHOUTING when communicating online.
- Do not post or forward offensive or racially insensitive jokes or comments.
- Be careful with humor and sarcasm.
- Don't respond to personal attacks: Contact the instructor for action and referral.
- Always add in the subject line a concise statement describing the email or discussion post.
- Respect others' opinions. If you disagree with what another has said, post your thoughts in an objective, respectful manner. Do not make remarks that can be taken personally.
- Reflect upon the text you have entered before posting.
- Keep the discussion within the scope of the course material.
- Communication should be grammatically correct. Adhere to correct sentence structure, grammar, and spelling conventions. Proofread for errors before posting a message.
- Before you respond to a threaded message, read all the messages related to that message that have been previously posted.
- Send out an email to a group using the blind carbon copy field – BCC does not allow your recipients to view who was sent the email.