SYLLABUS

COURSE NAME
Conflict Resolution for Behavioral Health Professionals - XHWU 9004 (ID# 535)

COURSE STATEMENT
Develop the skills to recognize, assess, and resolve conflict within the responsibilities of a behavioral health professional.

COURSE DESCRIPTION
Conflict is unavoidable. Areas of conflict occur within our personal and professional lives. As a result, it is important to develop the capacity to recognize, assess and address areas of conflict to allow for growth and success. In this course, you will review different types of conflict and recognize appropriate strategies for resolving conflict in your role as a helping professional. While the focus of this course is in your occupational role, these same methods can be applied to any conflict.

LEARNING OBJECTIVES
Upon successful mastery of this course, you will be able to:

- Define conflict and recognize sources of conflict in the personal and professional realm.
- Review effective measures involved in conflict assessment.
- Examine the five conflict-handling modes
- Review steps in conflict resolution
- Analyze the cost of conflict within the professional workplace

DEMONSTRATING MASTERY: A TWO-STEP PROCESS

Step One: Learning and Understanding
This course is broken down into **Learning Objectives** and related **Topics**. For each objective, you will participate in **Learning Activities** designed to enhance and reinforce understanding.

Learning Activities include Interactive Discussions, readings, video and audio clips, slide presentations, Discussion Board prompts, Learning Journal prompts, practice exercises, demonstrations, as well as links to web and library resources.

Course Structure
The table below details the Learning Objectives along with their corresponding Topics.

Objectives	Topics
Defining Conflict	● Conflict Management
Conflict Assessment	● Conflict Behaviors ● Your Conflict Handling Style

Examining the Five Conflict Handling Styles	- Competing Style - Collaborating Style - Compromising Style - Avoiding Style - Accommodating Style - Five Conflict Handling Styles
Steps in Conflict Resolution	Resolving Conflict
The Cost of Conflict	Calculating the Cost of Conflict

Step Two: Final Assessment

Once you have successfully progressed through the Learning Activities, you are ready to demonstrate that you have mastered the course. In order to demonstrate mastery, you must be evaluated as proficient or exemplary on each rubric category for the corresponding performance-based assessment (paper, presentation, project, etc.). Please note that submissions may be checked for plagiarism.

Student Resources

Library Resources

The UMass Global Library provides you with access to an extensive collection of research materials and support services. You can familiarize yourself with library resources by watching this brief video introduction. Help is always available through the Ask a Librarian service.

For more information, visit: https://www.umassglobal.edu/library

Writing and Math Help

UMass Global's Online Writing and Math Center (OWMC) offers subject-specific tutoring services, live workshops, video tutorials, tutorial office hours, and links to top academic sites in order to ensure student success. Students can access the OWMC directly when logged into their courses.

Netiquette

Communicating in an efficient and respectful manner is critical to the learning process. Please view and adhere to any netiquette guidelines outlined within the competency and the Online Etiquette video.

Standards of Academic Integrity

Academic integrity is a core University of Massachusetts Global value which ensures respect for the academic reputation of the University, its students, faculty and staff, and the degrees it confers. Students are required to read, understand, and apply the standards set forth concerning academic integrity found University of Massachusetts Global catalog.

Americans with Disabilities Act Statement

University of Massachusetts Global is committed to ensuring equal educational access and opportunity for all members of our academic community. Students will be provided timely, efficient, and equitable accommodations and services that are in compliance with Section 504 of the Federal Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (ADA)/Americans with Disabilities Act Amendments Act of 2008 (ADAA). More details are available in the current University of Massachusetts Global Catalog or on the Office of Accessible Education web site.