

Intercultural Conflict Resolution

CR 526, CRN 60832:009

Mondays, 5:30 pm – 9:10 pm

200902

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Course Description

This course will explore intercultural conflict resolution through the lens of intercultural communication theory, and through the study of its relationship to the processes of conflict and the outcomes of resolution. Engaging dialogue, interaction, and the creative arts, we will consider how intercultural conflict resolution operates within our selves, among our selves, and in the personal, professional, and political world. Considering issues of globalization, we will focus on the larger picture of intercultural conflicts and resolutions through environmental, faith based, and international perspectives. We will engage in experiential education activities that connect us as our own unique intercultural community, with attention paid to differences in interpersonal communication in our classroom. This will allow for a deep understanding of the values, attitudes, and behaviors that make us who we are in relationship to others, and in terms of the conflicts we experience.

Learning Objectives

1. Students will expand their understanding and definition of culture,
2. Students will develop a greater sense of self awareness, and will see themselves as cultural entities,
3. Students will become conversant in the basic theories of Intercultural Communication,
4. Students will explore the implications of culture in conflict and conflict resolution, and
5. Students will develop skills in recognizing and resolving conflicts that are intercultural in nature.

Required Reading

Texts will be sold by In Other Words Bookstore, and will be available at the Women's Resource Center on campus during the first week of class, and at In Other Words' permanent location thereafter, and additional readings will be posted on the Blackboard course site.

1. Augsburger, D. (1992). *Conflict mediation across cultures: Pathways and patterns*. Louisville, Kentucky: Westminster/John Knox Press.
2. LeBaron, M. & Pillay, V. (2006). *Conflict across cultures: A unique experience of bridging differences*. Boston: Intercultural Press.

Recommended Reading

Bercovitch, J., Kremenyuk, V., Zartman, I. (2008). *The SAGE handbook of conflict resolution*. Thousand Oaks, CA: Sage Publications, Inc.

Lederach, J. (1995). *Preparing for peace: Conflict transformation across cultures*. Syracuse, NY:

- Syracuse University Press.
- Rohd, M. (1998). *Theatre for community, conflict & dialogue: The hope is vital training manual*. Portsmouth, NH: Heinemann.
- Ting-Toomy, S., & Oetzel, J. (2001). *Managing intercultural conflict effectively*. Thousand Oaks, CA: Sage Publications, Inc.

Course Participation – 100 points (10 classes @ 10 points each)

We seek to create the best possible learning experience in this course. Not only is attendance and discussion important for your learning experience, but also the learning experience of all of the rest of us, students and teachers alike. We learn from each other. When you miss any portion of a class, the learning experience of the entire class is diminished. Absences or late arrivals, excused or not excused, affect our learning experience and threaten the success of that learning experience (and they also affect your grade). Therefore, we are asking you, as a member of this learning community, to affirm that this course is a priority in your life and take full responsibility for participation. Attendance, reading, and discussion participation are all mandatory. To this end, be sure to sign the attendance sheet when you enter the class.

Online Component – 100 points (10 discussions @ 10 points each)

Course assignments and additional reading will be posted on a Blackboard course site. If you have not used Blackboard before, please utilize the tutorials and FAQ information available on the login page: <http://psuonline.pdx.edu>. In addition to posting your own papers online, you are expected to contribute at least one discussion item per week in response to other students' papers, or offer an idea/question/comment in the general forum.

Weekly Critical Reflection – 200 points (8 papers @ 25 points each)

A two-page paper is due every week (except weeks 1, 5, and 10), including week 11. These papers will be reflective, and will integrate the reading with your personal thoughts and experiences. Papers will be approximately two pages (500-600 words) in length, and will be posted as word documents to the Blackboard course site.

Group Research Project and Final Presentation – 200 points

Students will be break into small groups to conduct a qualitative research study about intercultural conflict. Each group is responsible for developing an interview protocol, identifying interviewees, collecting data from the interviews, and interpreting the data in a meaningful way. Groups will create a final presentation, during which they will present their findings to the class using creative methods. The final critical reflection paper will offer an opportunity to reflect upon and integrate learning in the process of developing and presenting your final project.

Grading:

A: 575-600, A-: 550-574, B+: 525-549, B: 500-524, B-: 475-499, C+: 450-474, C: 425-449, C-: 400-424, F: Below 400, I: Incompletes are discouraged and will only be given in extreme circumstances, and require a completed contract specifying how and when the course requirements will be completed.

Class Schedule

Wk	Date	Topic	Reading	Activities
1	3/30	Introduction What is Culture? Perspectives/Values Universalism/Cultural Relativism	LeBaron Handout	Introductions Introduction to Course Culture Exploration Stereotypes/Generalizations Discussion on Values
2	4/6	Cross Cultural Communication Concepts/Styles	http://www.beyondintractability.org/essay/cross-cultural_communication/ Augsburger, Chs. 1-3 LeBaron, Chs. 1-3	14 Theories Conflict Styles Hammer Ting-Toomey Dual Concern Scenarios
3	4/6	Conflict Empathy and Tolerance Faith Based CR	Augsburger, Chs. 4-5 LeBaron, Chs. 4-5 Readings to be assigned	Conscious Competence Mindfulness Panel Presentation Discussion
4	4/13	Environmental	Augsburger, Chs. 6-7 LeBaron, Chs. 6-7	Community Presentation: Local Environmental Conflict Case Study: Environmental Impacts of Globalization <i>Determine Groups for Final Research Project</i>
5	4/20	International: Beyond the Box	Readings to be assigned	Case Studies: International Perspectives in Conflict <i>Develop Protocols/Plans for Interviews</i>
6	5/4	Desmond Tutu on Reconciliation	Readings to be assigned	Please arrive at UP at regular class time. Chiles Center University of Portland 5000 N Willamette Blvd.
7	5/11	Conflict Resolution and the Arts	Boal, Ch. 1 Augsburger, Chs. 8-9	Theater of the Oppressed Hip Hop Interculturalism <i>Progress Report on Research/Findings</i>
8	5/18	Multicultural Team Building	LeBaron, Ch. 8	Group Interaction Simulation <i>Discussion of Reporting Research/Findings</i>
9	5/25	NO CLASS: Memorial Day Holiday		
10	6/1	Student Presentations	None	Student Presentations
11	6/8	Integration	None	Online Discussion

Please notify instructor immediately if you require special accommodations