Cultural Competence in Conflict
CR407/507
Winter 2007

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Course Description:
This course will introduce students to the ideas and practices of cultural competence, which will be explored in the context of conflict resolution theory. We will emphasize the role and function of cultural competence within organizational culture, but will also address the related issues of intercultural communication, intercultural conflict and internalized processes. Students will analyze institutional and societal patterns of oppression, and will explore resolution practices to transform organizations into culturally competent entities. This highly interactive course requires student participation, which includes a willingness to examine how power and privilege operate in society, and how we as individuals are complicit with such structural inequities.

Course Expectation:
Students are expected to attend and actively participate in each class session. There is a WebCT component to the course, to enable students to share ideas and resources in an online format. Students are expected to read assigned reading in advance of class sessions, so that they can actively participate in class discussion. There will be a midterm paper and a final paper, described below.

Required Reading:
(books will be sold on campus by In Other Words bookstore during the first week of class)
3. Other readings as assigned

Weekly Reflection:
A weekly discussion board is set up on our WebCT course site, which you have automatic access to once you have registered for the course. You are expected to post a critical reflection about the readings assigned for that week, and comment (in the conflict resolution style of communication) to the postings of two other students. As part of your weekly reflection, you are encouraged to share any additional resources you are aware of on the weekly topics (using APA citation style for print materials and urls/links for online information).

Midterm Case Study:
This 5-8 page Multicultural Organizational Assessment will be posted to the WebCT course site by Thursday, February 8th. This paper will assess the culture of an organization, analyze the cultural competence of that organization, explore the way(s) that conflict is resolved within the organization, and make recommendations for more effective and culturally competent systems.
The paper should employ the Conflict Resolution Style of Communication, as described by instructor, to describe any shortcomings or deficiencies in effective conflict resolution and/or multicultural competence.

**Final Narrative Analysis:**
A 10-12 page Narrative Analysis will be posted to the WebCT course site by Thursday, March 15th. After reading a diverse, narrative text (chosen from the list provided in the Hogan book), students will reflect on three to five of the aspects of culture/ethnicity presented in Chapter 2 of the Hogan text, and integrate their findings with conflict resolution theory and/or practice.

**Evaluation:**
25% Class Participation*
25% Weekly Critical Reflections
25% Midterm Case Study
25% Final Narrative Analysis
* Students will lose class participation points if late or absent for any class sessions.

**Week 1**
**January 11:** Introduction to Conflict Resolution Theory and Practice
Introduction to Cultural Competence
Reading:  
Chapter 1  Brown and Mazza  
Chapter 1  Hogan  
Assignment: Introduce yourself to students on WebCT discussion board. Describe yourself, with whatever social identifiers you identify with, and details about your personal and/or professional background that you believe are relevant to this course.

**Week 2**
**January 18:** Intercultural Conflict Theory/Organizational Conflict Theory
Reading:  
Chapter 2  Brown and Mazza  
Chapter 2  Hogan  
Stella Ting-Toomey, Intercultural Conflict Management: A Mindful Approach  
http://www.personal.anderson.ucla.edu/richard.goodman/c4web/Mindful.htm
Assignment: Weekly Reflection

**Week 3**
**January 25:** Understanding Affirmative Action
The Ally Model
Reading:  
Chapter 3  Brown and Mazza  
Ten Myths About Affirmative Action, linked from WebCT and available at:  
http://www.understandingprejudice.org/readroom/articles/affirm.htm
Assignment: Weekly Reflection

**Week 4**
**February 1:** Group and Power Dynamics
Reading:  
Chapter 3  Hogan  
Article  Sharon Kaiser
Case Study  Power Distance
Assignment: Weekly Reflection

Week 5
February 8: Midterm Due
Reading: None
Assignment: Comment on two classmates’ papers.

Week 6
February 15: Communication
Everyday and Extraordinary Discrimination
Reading: Chapter 4  Hogan
TBD  Online Reading

Week 7
February 22: Barriers and Inspirations
Learning from Other Disciplines
Assignment: Weekly Reflection

Week 8
March 1: Orchestrating Change
Narrative of Choice
Assignment: Weekly Reflection

Week 9
March 8: Leadership
Reading: Chapter 4  Brown and Mazza.
Narrative of Choice
Assignment: Weekly Reflection

Week 10
March 15: Final Papers Due
Closing and Course Evaluation

Please notify instructor of any special needs
Any and all reasonable requests for accommodation will be granted to the best of the instructor’s ability