

University of North Texas at Dallas
SUMMER TWO 2012
SYLLABUS

Course Abbreviation/Number/Title/Semester Hrs	
PACS 4020D-090 / Workplace Dispute Renfro 3Hrs	
Department of	Public Affairs and Community Service
Division of	
Instructor Name:	<i>James David Renfro</i>
Office Location:	<i>After class by appointment</i>
Office Phone:	<i>972-929-7178</i>
Email Address:	dave.renfro@unt.edu or commissionerrenfro@yahoo.com
Office Hours:	By appointment or after class meetings
Virtual Office Hours:	<i>N/A</i>
Classroom Location:	<i>Dallas 2, Room #338</i>
Class Meeting Days & Times:	Friday, Sept. 7; Saturdays, Sept. 8; 22; Oct. 6; 13; and 20
Course Catalog Description:	This course presents an overview of the origins and dynamics of workplace conflict and the use of Alternative Dispute Resolution (ADR) practices in addressing such conflict in the workplace.
Prerequisites:	
Co-requisites:	
Required Text:	RESOLVING CONFLICTS AT WORK (Revised Edition): Ten Strategies for Everyone on the Job by Kenneth Cloke and Joan Goldsmith (Jossey-Bass Publishers, 2011, ISBN 978-0-470-92224-8).
Recommended Text and References:	See "Approved Reading List" on posted syllabus or receive from instructor on first class meeting day
Access to Learning Resources:	UNT Dallas Library: phone: (972) 780-3625; web: http://www.unt.edu/unt-dallas/library.htm UNT Dallas Bookstore: phone: (972) 780-3652; e-mail: 1012mgr@fhcg.follett.com
Course Goals or Overview:	
	The goal of this course is to better acquaint student with the natural and real world conflicts they encounter and equip them with the understandings and tools to resolve their conflicts satisfactorily.
Learning Objectives/Outcomes: Students successfully completing this course will have a broader understanding of ADR as it has evolved in the American workplace, the political and cultural implications impacting employers, employees, taxpayers and the public at large. In addition, students will learn the benefits and limitations of using ADR to address both interpersonal and intrapersonal conflict in the workplace. Students will also gain experience in selected ADR methods through role-playing; extra-curricular readings; small group presentations, and examination.	
1	Be able to determine the causes and dynamics of workplace conflict
2	Demonstrate the ability to take personal responsibility for the conflict in which they find themselves

3	Define conflict and resolution in terms more appropriate to the dynamics of their respective conflicts
4	Identify how to control their own reactions to conflict without distractions of blaming, shaming or claiming

Course Outline

This schedule is subject to change by the instructor. Any changes to this schedule will be communicated in class and/or by email.

TOPICS	TIMELINE
Students will be introduced to a variety of ADR procedures including arbitration, mediation, third-party interventions, mini-trials, neutral fact-finding, panel review, and other alternatives to litigation-based conflict resolution. Trends in the use of ADR procedures in private, public and non-profit organizations will be reviewed as well as discussion of legal and ethical considerations in the use of ADR.	Throughout course
Students will also be introduced to techniques for dealing with difficult personalities; group conflict and conflict with both managers and subordinates.	Throughout course
Students will further be introduced to the 3 origins of conflict and specific techniques for dealing with those conflict-creating origins	Throughout course

Course Evaluation Methods

This course will utilize the following instruments to determine student grades and proficiency of the learning outcomes for the course.

Exams – Essay exam designed to test understanding of the textbook’s 10 strategies for conflict resolution.

Assignments – Book analysis from one of multiple books provided on “Instructors Approved Reading List” provided first class meeting.

Projects – Group project requiring some research and role-playing presentation before class

Class Participation – Daily attendance and participation in class discussions.

Etc.

Grading Matrix:

Instrument	Value (points or percentages)	Total
Class Attendance and Participation	Maximum of 3 points per class meeting. Course is alternative schedule requiring all day class meetings on Saturdays.	15
Group Project and Presentation	Small group research, role-playing and presentation before class	15
Book Analysis	Analysis of one book from list of multiple books on “Instructor’s Approved Reading List”	30
Final Exam	Testing over textbook and class lectures and group discussions	40
Total:		100

Grade Determination:

A = 100 – 90 pts; i.e. 90% or better

B = 80 – 89 pts; i.e. 80 – 89 %

C = 70 – 79 pts; i.e. 70 – 79 %

D = 60 – 69 pts; i.e. 60 – 69 %

F = 59 or below; i.e. less than 60%

University Policies and Procedures

Students with Disabilities (ADA Compliance):

The University of North Texas Dallas faculty is committed to complying with the Americans with Disabilities Act (ADA). Students' with documented disabilities are responsible for informing faculty of their needs for reasonable accommodations and providing written authorized documentation. For more information, you may visit the Office of Disability Accommodation/Student Development Office, Suite 115 or call Laura Smith at 972-780-3632.

Student Evaluation of Teaching Effectiveness Policy:

The Student Evaluation of Teaching Effectiveness (SETE) is a requirement for all organized classes at UNT. This short survey will be made available to you at the end of the semester, providing you a chance to comment on how this class is taught. I am very interested in the feedback I get from students, as I work to continually improve my teaching. I consider the SETE to be an important part of your participation in this class.

Assignment Policy:

Late work will result in automatic reduction in cumulative grade points. Failure to follow required and posted format on all work turned in will result in automatic reduction of grade for that work.

Exam Policy: *Final exam narrative questions are discussed first weekend of class and also posted online along with specific instructions. They are due the last class meeting on Saturday. Exams will be turned in as scheduled. No makeup examinations will be allowed, except for documented emergencies (See Student Handbook).*

Academic Integrity:

Academic integrity is a hallmark of higher education. You are expected to abide by the University's code of conduct and Academic Dishonesty policy. Any person suspected of academic dishonesty (i.e., cheating or plagiarism) will be handled in accordance with the University's policies and procedures. Refer to the Student Code of Conduct at http://www.unt.edu/csrr/student_conduct/index.html for complete provisions of this code.

Bad Weather Policy:

On those days that present severe weather and driving conditions, a decision may be made to close the campus. In case of inclement weather, call UNT Dallas Campuses main voicemail number (972) 780-3600 or search postings on the campus website www.unt.edu/dallas. Students are encouraged to update their Eagle Alert contact information, so they will receive this information automatically.

Attendance and Participation Policy:

The University attendance policy is in effect for this course. Class attendance and participation is expected because the class is designed as a shared learning experience and because essential information not in the textbook will be discussed in class. The dynamic and intensive nature of this course makes it impossible for students to make-up or to receive credit for missed classes. Attendance and participation in all class meetings is essential to the integration of course material and your ability to demonstrate proficiency. Students are responsible to notify the instructor if they are missing class and for what reason. Due to the nature of this course and it being alternatively scheduled on weekends, students are unable to make up work or materials covered in class. However, if a student must miss class, it is recommended that they coordinate with another student to obtain a copy of class notes.

Diversity/Tolerance Policy:

Students are encouraged to contribute their perspectives and insights to class discussions. However, offensive & inappropriate language (swearing) and remarks offensive to others of particular nationalities, ethnic groups, sexual preferences, religious groups, genders, or other ascribed statuses will not be tolerated. Disruptions which violate the Code of Student Conduct will be referred to the Center for Student Rights and Responsibilities as the instructor deems appropriate.

Optional Policies:

- Use of WebCT/Blackboard
- Use of Cell Phones & other Electronic Gadgets in the Classroom
- Food & Drink in the Classroom
- Use of Laptops

- *Grade of Incomplete, "I"*