



UNIVERSITY of HAWAII\*  
**WINDWARD**  
COMMUNITY COLLEGE

**Psychology 253, Conflict Resolution Mediation  
3 (CRN 63443 & 63516)  
Asynchronous**

INSTRUCTOR: Audrey Mendoza  
OFFICE: Manaleo 107  
OFFICE HOURS: TBA  
TELEPHONE: 236-9221 EMAIL: amendoza@hawaii.edu  
EFFECTIVE DATE: Fall 2022

**ZOOM LINK:**

<https://us06web.zoom.us/j/5942911102?pwd=b2hrUVI5cWhUMThBNkNUZzhEUVdIdz09>

Meeting ID: 594 291 1102

Passcode: M0HJY4

**WINDWARD COMMUNITY COLLEGE MISSION STATEMENT**

*Windward Community College offers innovative programs in the arts and sciences and opportunities to gain knowledge and understanding of Hawai'i and its unique heritage. With a special commitment to support the access and educational needs of Native Hawaiians, we provide the Ko'olau region of O'ahu and beyond with liberal arts, career and lifelong learning in a supportive and challenging environment — inspiring students to excellence.*

**CATALOG DESCRIPTION**

This course explores the reasons for conflict and the different approaches for seeking resolution for conflict. Studies personal and societal value systems, the psychology of how people respond to conflict, the impact of culture on conflict styles, communication skills useful in dealing with conflict, and alternative resolution strategies. Practices mediation skills as a third-party intervention method.

Prerequisites: Grade of C or better in PSY 100

Recommended Preparation: Grade of C or better in ENG 100

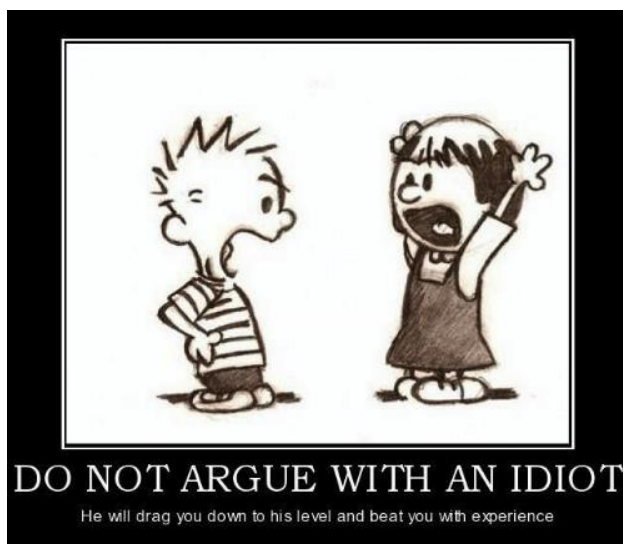
*NOTE: This is an online class. Students MUST have access to a computer, the Internet, and use of their UH hawaii.edu e-mail account to participate in this class. Conducted via the internet, this class uses Laulima—the University of Hawai'i's web-based course management system. A web-based course such as this one requires that you have computer and internet literacy skills.*

Activities Required at Scheduled Times Other Than Class Times: None

## STUDENT LEARNING OUTCOMES

The Student Learning Outcomes for the course are:

1. List and discuss the basic issues of conflict, conflict management, and resolution.
2. Apply the basic theories of conflict resolution.
3. Integrate critical thinking of conflict resolution into communication and interaction patterns.
4. Integrate constructs presented with personal knowledge and experience with conflict situations.



To provide flexibility to adapt to needs or circumstances, the instructor reserves the right to deviate from the course outcomes, to add or omit tasks, and to adjust grades or points as the circumstances of the situation justify.

## COURSE TASKS AND GRADING

Grades are based on points earned. The points for each assignment are provided below.

<b>Assignments</b>
Quizzes (20 points each)
Discussion Posts (10 points each)
Discussion Replies (5 points)
<b>Total: 200 points</b>

All coursework is found in Lualima. Coursework includes:

1. Quizzes completed in Assignments, Tests, and Surveys
2. Discussion Posts and Discussion Replies completed in Discussion and Private Messages

### QUIZZES (140 TOTAL POINTS):

Quizzes will be made available in **LAULIMA: ASSIGNMENTS, TESTS, AND SURVEYS**.

Each week students are expected to complete the reading of the assigned chapter(s) and then complete the quiz for the assigned chapter before the stated deadline. Each individual chapter quiz will consist of 20 randomly chosen multiple choice and true/false questions.

Students may take and retake the chapter quizzes up to two (2) times to achieve a desired score; however, questions will be randomized so the questions on each quiz retake may differ from the

previous quiz. Students are NOT permitted to use books or notes during the quizzes. These quizzes are timed.

Students may complete the reading, and/or quizzes in order, at a faster pace if they so desire; however, in the interest of proficient grading and to motivate students to ration work efficiently, quizzes retakes must be completed BEFORE the stated deadline.

### **DISCUSSION POSTS (40 TOTAL POINTS):**

Discussion posts will be made available in **DISCUSSION AND PRIVATE MESSAGES**. Posts must be thoughtful, organized, and reflect concepts presented from the text. An example will be provided in class.

### **DISCUSSION REPLIES (20 TOTAL POINTS):**

Students are expected to respond directly to at least five of their classmates' posts before the deadline. Responses must be thoughtful and respectful. Responses must also be three to five sentences. Please do not just go for the first five posts. Be mindful of which posts you choose to respond to.

\* Routine appointments are not emergencies, and should be scheduled outside of time needed to complete course requirements. In case of emergencies, it is the responsibility of the student to contact the instructor BEFORE the due date, in order for the student to avoid penalty.

\*Please do not ask to turn in late work or raise grades the last two weeks of the semester. It is the students' responsibility to keep track of progress throughout the entire semester.

### **LEARNING RESOURCES**

1. Materials posted on Lulima: Syllabus, assignments, class materials, and announcements will be distributed to the class via Lulima. It is the students' responsibility to regularly check their Lulima account. Log in using your UH username and password. The address for accessing Lulima is: <https://lulima.hawaii.edu/portal>.
2. Textbooks:
  - a. Leas, S. B. (1998). *Discover your conflict management style*. Lanham, Maryland: Rowman & Littlefield.
  - b. Hocker, J. L., Berry, K., & Wilmot, W. W. (2022). *Interpersonal conflict*. New York, New York: McGraw Hill.

**(This text will be provided to you via Lulima)**

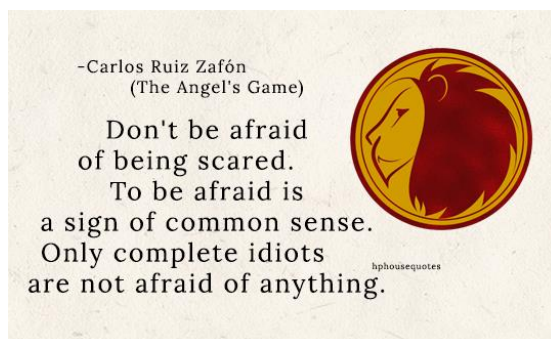
### **STUDENT CONTRIBUTIONS**

**Academic Integrity:** Work submitted by a student must be the student's own work. The work of others should be explicitly marked, such as through use of quotes or summarizing with reference to the original author.

In this class, students who commit academic dishonesty, cheating or plagiarism will have the following consequence(s):

Students will receive a failing grade for plagiarized assignments.

All cases of academic dishonesty are referred to the Vice Chancellor for Student Affairs.



**Assignments:** All assignments must be submitted by the deadline. No late work will be accepted. Contact the professor if there are any questions.

**E-mails:** The University of Hawaii e-mail has been declared an official means for communication with students. Executive Policy E2.213 reads: “Students are responsible for checking their email account frequently and consistently to remain current with University communications. They are expected to monitor and manage their email storage quota to ensure that their mailboxes are not saturated and are able to receive new messages.”

## DISABILITIES ACCOMMODATIONS

If you have a physical, sensory, health, cognitive, or mental health disability that could limit your ability to fully participate in this class, you are encouraged to contact the Disability Specialist Counselor to discuss reasonable accommodations that will help you succeed in this class. Roy Inouye can be reached at 235-7448, [royinouye@hawaii.edu](mailto:royinouye@hawaii.edu), or you may stop by Hale ‘Ākoakoa 213 for more information.

## TITLE IX

Windward Community College is committed to providing a learning, working, and living environment that promotes personal integrity, civility, and mutual respect and is free of all forms of sex discrimination and gender-based violence, including sexual assault, sexual harassment, gender-based harassment, domestic violence, dating violence, and stalking.

If you or someone you know is experiencing any of these, WCC has staff and resources to support and assist you. To report an incident of sex discrimination or gender-based violence, as well as receive information and support, please contact one of the following:

Jojo Miller, Confidential Advocate  
Phone: (808) 348-0663  
Email: [advocate@hawaii.edu](mailto:advocate@hawaii.edu)  
Office: Hale Kāko‘o 110

Desrae Kahale, Mental Health Counselor & Confidential Resource  
Phone: (808) 235-7393  
Email: [dkahale3@hawaii.edu](mailto:dkahale3@hawaii.edu)  
Office: Hale Kāko‘o 101

Karen Cho, Deputy Title IX Coordinator  
 Phone: (808) 235-7404  
 Email: [kcho@hawaii.edu](mailto:kcho@hawaii.edu)  
 Office: Hale 'Alaka'i 120

As a member of the University faculty, I am required to immediately report any incident of sex discrimination or gender-based violence to the campus Title IX Coordinator. Although the Title IX Coordinator and I cannot guarantee confidentiality, you will still have options about how your case will be handled. My goal is to make sure you are aware of the range of options available to you and have access to the resources and support you need.

For more information regarding sex discrimination and gender-based violence, the University's Title IX resources and the University's Policy, Interim EP 1.204, go to [manoa.hawaii.edu/titleix/](http://manoa.hawaii.edu/titleix/)

### ALTERNATE CONTACT INFORMATION

If you are unable to contact the instructor, have questions that your instructor cannot answer, or for any other issues, please contact the Academic Affairs Office:

Location: Alakai 121  
 Phone: 808-235-7422  
 Email: [wccaa@hawaii.edu](mailto:wccaa@hawaii.edu)

## Class Schedule

	Chapter Readings	Assignments
Week 1 10/17	1 & 2	Quiz 1 due 10/24
Week 2 10/24	3	Quiz 2 due 10/31 Discussion Post 1 due 10/31 Discussion Reply due 11/4
Week 3 10/31	4	Quiz 3 due 11/7
Week 4 11/7	5 & 6	Quiz 4 due 11/14 Discussion Post 2 due 11/14 Discussion Reply due 11/18
Week 5 11/14	7	Quiz 5 due 11/21
Week 6 11/21	8	Quiz 6 due 11/28 Discussion Post 3 due 11/21 Discussion Reply due 11/25
Week 7 11/28	9 & 10	Quiz 7 due 12/5 Discussion 4 due 12/5 Discussion Reply due 12/9
Week 8 12/5	Review	

**COURSE POLICIES AGREEMENT****Psychology 253, Conflict Resolution Mediation  
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I have read and reviewed my PSY 253 syllabus and course policies. By signing this document, I acknowledge not only that I understand the policies and requirements of this course, but also that I understand the consequences of not following these policies. By not signing this document, I agree that I have not read the syllabus.

\_\_\_\_\_  
Print Name

Date: \_\_\_\_\_