



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

**PSY 253, Conflict Resolution & Mediation  
3 (CRN 60166)  
Asynchronous  
March 10<sup>th</sup> – May 9<sup>th</sup>**

**INSTRUCTOR:** Audrey Mendoza  
**OFFICE:** Manaleo 107  
**OFFICE HOURS:** W 10 – 11 am & 1-2 pm; TR 10 – 11 am  
**TELEPHONE:** (808) 236-9221 **EMAIL:** amendoza@hawaii.edu  
**EFFECTIVE DATE:** Spring 2025

**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**

PSY 253 explores the reasons for conflict and the different approaches for seeking resolution for conflict. This course also 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. Students practice 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

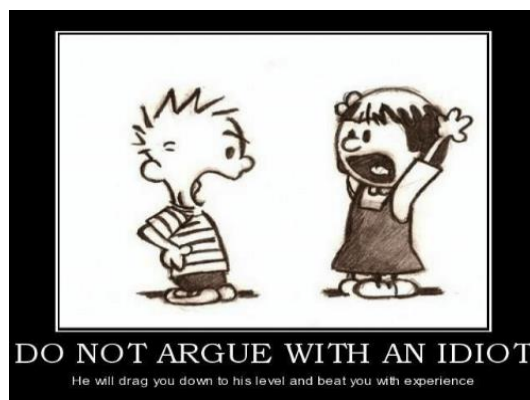
Activities Required at Scheduled Times Other Than Class Times: None

**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.

\*Due to the nature of the course, any and all negative conflict will be taken into consideration to pass the course and will be regarded as not meeting the student learning outcomes.

## COURSE TASKS AND GRADING

Grades are based on points earned. It is the students' responsibility to keep track of their overall score. The points for each assignment are provided below.

Assignment	Points Possible
Chapter Tests (10)	200 (20 points each)
Padlet (8)	40 (5 points each)
Video Posts (4)	80 (20 points each)
<b>Total Points</b>	<b>320 points</b>

All coursework is found in Lualima. Coursework includes:

1. **Chapter Tests** completed under the Quizzes tab. All tests are due by the end of the semester, **May 9<sup>th</sup>, 11:59 pm**
2. **Padlets** are weekly check-ins and are **due every Wednesday by 11:59 pm**
3. **Video Posts** are to be completed in the Assignments tab. Posts are **due at 11:59 pm, one week after they are presented on Lamaku.**

### CHAPTER TESTS (200 TOTAL POINTS):

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

Students may take and retake the chapter tests up to two times to achieve a desired score.

However, questions will be randomized so the questions on each test retake may differ from the previous test. Tests will be timed and must be completed within 40 minutes of beginning the test. Some tests allow for extra credit as "Free answer." Lamaku does not score extra credit points so tests with extra credit points will be (re)scored manually. Follow the directions and answer the questions appropriately to receive credit.

Students may complete the reading, and/or tests 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, students who choose to take the test a second time, must complete the test BEFORE the stated deadline.

### **PADLET (40 TOTAL POINTS):**

Padlets will be made available weekly on Lamaku. Responses must answer the prompts and be submitted by the due date to receive credit. Late submissions will not be accepted. Examples will be provided. Students may complete the weekly Padlet at a faster pace if they so desire.

### **VIDEO POSTS (80 TOTAL POINTS):**

Video Posts will be made available in ASSIGNMENTS. Posts must be thoughtful, organized, and reflect concepts presented from the text and be submitted by the due date to receive credit. An example will be provided. Directions are provided in the Assignments tab.

\* 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 week of the semester. It is the students' responsibility to keep track of progress throughout the entire semester and ask for assistance as needed.

## **LEARNING RESOURCES**

1. Materials posted on [Lamaku](#): Syllabus, assignments, class materials, and announcements will be distributed to the class via Lamaku. It is your responsibility to regularly check your account. Log in using your UH username and password. Please ***check your email frequently*** as the instructor often sends information via email.
2. Textbook:  
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 Lamaku)**
3. [Microsoft Office 365](#), offered for free to currently enrolled WCC students.
4. [Ka Piko Services](#) for Speech and Writing Labs

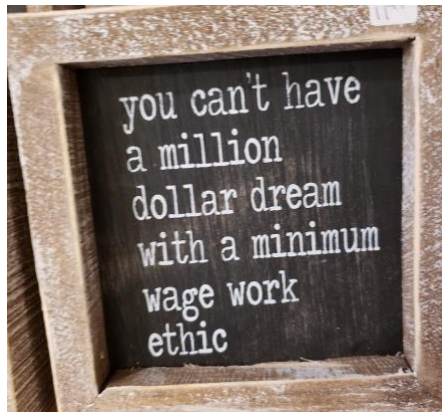
## **Student Contributions**

**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.

**AI:** Writing, analytical, and critical thinking skills are essential to the learning environment of this course and all assignments should be prepared by the student. Therefore, AI-generated assignments are viewed as unethical and will receive a failing grade. This course assumes that all work submitted by students will be generated by the students themselves. If students need

assistance with structuring an assignment, the professor is available and willing to support the student. Resources such as the Writing and Speech Lab are also available for the student to submit a credible assignment.

**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. Jodi Asato can be reached at 235-7472, [jodieaka@hawaii.edu](mailto:jodieaka@hawaii.edu), Hale Kako’o 105.

## 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

Email: [wccaa@hawaii.edu](mailto:wccaa@hawaii.edu)

### Class Schedule

	<b>Chapter Readings</b>	<b>Assignments</b>
Week 1 3/10	1	<b>CHP 1</b> <b>Padlet due 3/12</b>
Spring Break 3/17	Get ahead!	<b>Video Post 1 due 3/24</b>
Week 2 3/24	2 & 3	<b>CHP 2 &amp; 3</b> <b>Padlet due 3/26</b>
Week 3 3/31	4	<b>CHP 4</b> <b>Padlet due 4/2</b> <b>Video Post 2 due 4/7</b>
Week 4 4/7	5 & 6	<b>CHP 5 &amp; 6</b> <b>Padlet due 4/9</b>
Week 5 4/14	7	<b>CHP 7</b> <b>Padlet due 4/16</b> <b>Video Post 3 due 4/21</b>
Week 6 4/21	8	<b>CHP 8</b> <b>Padlet due 4/23</b>
Week 7 4/28	9	<b>CHP 9</b> <b>Padlet due 12/4</b> <b>Video 4 due 5/5</b>
Week 8 5/5	10	<b>CHP 10</b> <b>Padlet due 5/7</b>

# PSY 253: CONFLICT RESOLUTION & MEDIATION

Course Location and Time

**PSY 253, Conflict Resolution & Mediation**

**3 (CRN 60166)**

**Asynchronous**

**March 10<sup>th</sup> – May 9<sup>th</sup>**

## COURSE POLICIES AGREEMENT

I have read and reviewed my Psychology 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/Sign Name

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