UNIVERSITY of HAWAI'I®
WINDWARD
COMMUNITY COLLEGE

PSY 253, Conflict Resolution & Mediation
3 (CRN 62233)
MW; 12:00 pm – 1:15 pm
Manaleo 111

INSTRUCTOR: Audrey Mendoza
OFFICE: Manaleo 107
OFFICE HOURS: W 130 - 230 m & TR 9 – 10 am
TELEPHONE: (808) 236-9221 EMAIL: amendoza@hawaii.edu

EFFECTIVE DATE: Fall 2026

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

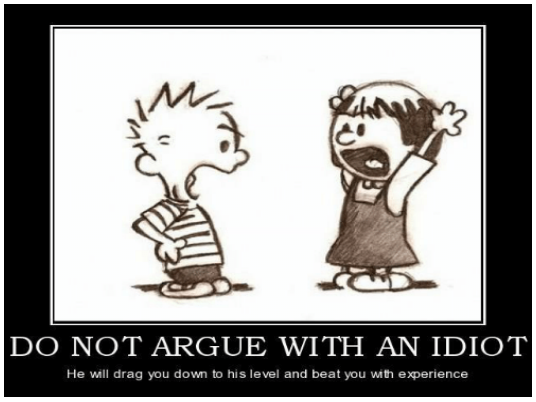
Activities Required at Scheduled Times Other Than Class Times: None

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

Participation: Active participation is necessary. Class discussions, student involvement, in-class activities, and attendance are regarded as participation.

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
Weekly Check-Ins (15)	75 (5 points each)
Padlets (8)	40 (5 points each)
Assignments (4)	80 (20 points each)
Participation	5
Unexcused Absences	- 5 points each day
Total Points	200 points

*Please do not ask me if you can turn in late work or raise your grade the last two weeks of the semester. Grades will not be posted on Lamaku. It is your responsibility to keep track of your progress throughout the entire semester.

LEARNING RESOURCES

1. Materials posted on Lamaku: Syllabus, assignments, class materials, and announcements will be distributed to the class via Lamaku. It is the students' responsibility to regularly check their account. Log in using your UH username and password.
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)

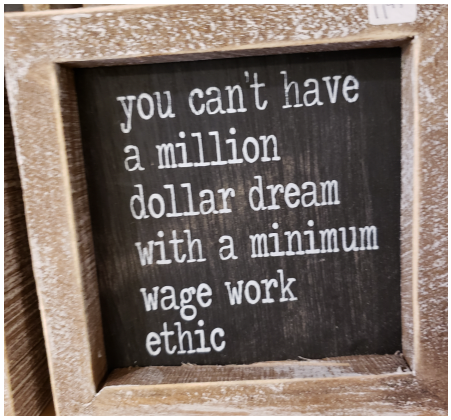
3. Microsoft Office 365, offered for free to currently enrolled WCC students.

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 Center are also available for the student to submit a credible assignment.

Attendance Policy: Regular and prompt attendance is necessary for students to achieve the goals of this course. Most activities build upon one another so attendance and adequate preparation for each class period are essential. Students are responsible for material covered in classes in which they were absent (whether the absence was excused or unexcused) or late to class.



Unexcused Absences

Absolutely no make-ups will be given for unexcused absences resulting in a missed speech performance, examination, or in-class activity. If there is a prior engagement, notify your instructor and discuss your situation.

Deductions for unexcused absences. Attendance will be regularly recorded. For every unexcused absence, your overall grade will be lowered by **5 points** per absence.

Deductions for tardiness. If students are 15 minutes late to class, they will be marked as late. For every two classes that a student is marked late, it will equal to one unexcused absence. It is encouraged for students to come to class on time.

Assignments: All assignments must be typed and double-spaced with one-inch margins on the left, right, top, and bottom of each page to receive credit. Please use Times New Roman, size 12 as a standard font type. ***A hard copy of assignments is required. Emailed and handwritten work submitted as final assignments will NOT be accepted unless stated by the instructor.***

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."

Cellular Phones and Other Electronic Devices: Before attending class, turn off all cellular phones and other portable electronic devices that can ring and disrupt the class. ***You will be regarded as absent for the day if you are using an electronic device for other means than taking notes.***

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 808-235-7448, wccdsso@hawaii.edu, or stop by the office (Hale Kako'o 106) for more information.

MENTAL HEALTH COUNSELING

Mental Health and Wellness at Windward Community College counseling services and activities on campus to support students' life goals as well as their academic goals. Information about services can be found at the WCC Mental Health & Wellness website.

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:

Leslie Cabingabang, Confidential Advocate
Phone: (808) 348-0432
Email: advocate@hawaii.edu
Office: Hale Kākoʻo 107

Desrae Kahale, Mental Health Counselor & Confidential Resource
Phone: (808) 235-7393
Email: dkahale3@hawaii.edu
Office: Hale Kākoʻo 101

Karen Cho, Deputy Title IX Coordinator
Phone: (808) 235-7404
Email: kcho@hawaii.edu
Office: Hale ʻAlakaʻi 120

Windward Community College is an equal opportunity, affirmative action institution.

Mykie Ozoa-Aglugub, Title IX Coordinator
Phone: (808) 235-7468
Email: mozoa@hawaii.edu
Office: Hale Kako'o 109

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/

ADDITIONAL 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 in Alaka'i 121 or through their email at wccaa@hawaii.edu.

Technical Support

- UH ITS Help Desk – email help@hawaii.edu or call 956-8883 (or 1-800-558-2669) for Laulima and most technology support. Available 24 hours a day, 7 days a week, including holidays.
- Student Tech Support - email winhelp@hawaii.edu, call 808-235-7437, or stop by in person at Hale La'akea 228. Available Monday–Friday from 8:00 am–4:00 pm.

Tentative Class Schedule

	Date MW	Topic	Assignments
Week 1	8/24, 8/26	Course Introduction	Chapter 1 & 2
			Padlet #1 due 8/31
Week 2	8/31, 9/2	Perspectives on Conflict	Chapter 5
			Assignment #1 due 9/9
Week 3	9/7, 9/9	Goals	**Labor Day on 9/7 No School** Chapter 3
			Padlet #2 due 9/14
Week 4	9/14, 9/16	Power	Chapter 4

			Assignment #2 due 9/23
Week 5	9/21, 9/23	Emotions	Chapter 6
			Padlet #3 due 9/28
Week 6	9/28, 9/30	Background Influences	
			Case Study Activity **Assignment #3 due 10/7**
Week 7	10/5, 10/7	Culture & Conflict	ICS Reading Chapter 7
			Padlet #4 due 10/12
Week 8	10/12, 10/14	Conflict Analysis	
Week 9	10/19, 10/21	Conflict Analysis	
			Padlet #5 due 10/26
Week 10	10/26, 10/28	Interpersonal Disputes	
Week 11	11/2, 11/4	Violence in Relationships	Chapter 8
			Padlet #6 due 11/9
Week 12	11/9, 11/11	Organizational Conflict	
			Veteran's Day on 11/11 No School
Week 13	11/16, 11/18		Case Study Activity
			Padlet #7 due 11/23
Week 14	11/23, 11/25	Negotiation	Chapter 9
			Assignment #4 due 12/2
Week 15	11/30, 12/2	Mediation	

			Padlet #8 due 12/7
Week 16	12/7, 12/9	Reconciliation & Forgiveness	Chapter 10

PSY 253: CONFLICT RESOLUTION & MEDIATION

Course Location and Time:

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COURSE POLICIES AGREEMENT

I have read and reviewed my Psychology 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.

_____ Date: _____
Print Name