



Course Syllabus

PSY 240 - Conflict Resolution

The session begins on the 1st day of the enrollment month and ends on the last day of the 6th month.

Instructor Information

Instructor Name: Mar Navarro

UIU Faculty Email: navarrom@uiu.edu

Availability: For general questions use the Course Questions forum in the classroom. For individual or confidential questions use the email function instead. I read messages daily and whenever possible I will respond within 24-48 hours at least to acknowledge receipt of your message even if I do not have an immediate answer or resolution to the inquiry.

Course Description

Semester Credits: 3

Catalog Course Description: Conflict Resolution (PSY 240) provides an overview of mediation and alternative dispute resolution methods, emphasizing skill development, problem-solving behavior, and personal awareness. Through conceptual and experiential learning activities, students gain practical skills in managing and resolving conflicts effectively. Meets the civics, ethics, and citizenship requirement in The Peacock Professional Experience ("general education").

Credit Hour Policy: As a requirement of HLC Accreditation, all UIU courses, regardless of meeting schedule or instructional mode, follow the Federal Credit Hour Definition. As such, each credit hour earned at UIU is equivalent to a minimum of 45 hours of student engagement.

For more information on how specific instructional modes meet this requirement, please see UIU's Policy Guidelines for Instructional Time Expectations: [UIU Policies](#).

Use of Microsoft Word and APA Formatting in the Classroom

Please use **Microsoft Word** for all assignments. As a UIU student, you are eligible to receive Microsoft Office products at no charge. Contact your Advisor for more information.

APA formatting is required for this course following the format of the 7th edition of the APA manual. You can find basic information regarding general APA formatting on the APA Style and Grammar Guidelines page found at the APA Style website.

Also, many students find the Purdue OWL helpful.



Conflict Resolution for the Helping Professions

Author:	Barsky, Allan
ISBN-13:	978-0-19-936118-2
ISBN-10:	0-19-936118-5
Edition/Copyright:	3RD 17
Publisher:	Oxford University Press

Course Outcomes

- Students will be able to demonstrate communication skills needed in conflict resolution by engaging in interactive exercises.
- Students will be able to explain the mediation process and techniques needed to be an effective mediator and negotiator.

- Students will be able to summarize the skills needed for applying cooperative problem solving and mediation.
- Students will be able to identify social factors that trigger conflicts and cause them to escalate.
- General Education Outcome: Students will be able to effectively evaluate or critique an aspect of a societal system.

Program Student Learning Outcomes

- 3. Program Outcome: Knowledge Base in Psychology. SLO: Students will demonstrate familiarity with the major concepts, theoretical perspectives, empirical findings, and historical trends in psychology enabling them to better understand and apply psychological principles to personal, social, and organizational issues.
- 4. Program Outcome: Awareness of Sociocultural Diversity and Societal Inequality SLO: Students will recognize, understand, and respect the complexity of sociocultural and international diversity as it relates to psychology.

General Education Assessment

Upper Iowa University is committed to ensuring that all undergraduate students participating in its general education program receive a broad education, while gaining essential professional skills across multiple disciplines. The Peacock Professional Experience provides nine learning outcomes, each of which articulates a specific skill students should gain, and are supported by knowledge provided by the courses students choose to take within the guidelines of the program. The outcome assessed in this course is the last outcome listed under Course Outcomes.

Course Requirements and Grading Criteria

Course Requirements

The course consists of units. All work must be turned in online for grading. You should not submit another unit until the previous unit has been graded. Open the gradebook to read the feedback provided and apply it to fix your next units. Even though you do not attend a regular classroom in the traditional sense and keep up with a set schedule of assignments, it is important to maintain a regular schedule to complete all coursework. It is too easy to set work aside and decide to do it later and then not have the time to do get it done.

Assignments:

Student Autobiography

Student Autobiography is the first assignment. Since we may never have the opportunity to meet face to face, I would like to know a little bit about you. Please provide any information about yourself (i.e. educational aspirations, employment, family, hobbies).

Assignments

Students will complete 3 assignments in every unit of the course. All assignments must demonstrate your understanding and application of the course readings as well as the implications of new knowledge. You should integrate readings by analyzing the main concepts, ideas, and/or strategies as specified in the course objectives. You should include explanations and examples from the published literature.

Guidelines:

- All assignments must be in APA format according to the 7th edition of the APA manual.
- Include peer-reviewed resources from psychology scholarly journal articles.
- Use the textbook only for basic information, as needed.

- Discuss research findings and other information learned from the readings.
- Relate your assignments to the class material.
- Double spaced. One inch margins on all pages.
- 12 point Times Times New Roman font for all text.
- Include a title page and reference page in APA format.
- Use proper APA formatting for in text citations and reference list following the format of the 7th edition of the APA manual.

Course Policies

Students must meet the following attendance requirements in uiuFlex courses:

1. Attend during the first 7 days in the semester by submitting either an assignment or introduction.
2. Attend every 14 days minimum by submitting an assignment or exam. Students will be administratively withdrawn if this minimum is not met.
3. Complete all course work by the last day of class: Thursday, May 2, 2025.

Amount of Time Expected to Complete the Course

The Self-Paced program is designed for students to work through readings and assignments in a thoughtful manner. In the past, when students have worked very quickly through courses, they have not done well and subsequently were unhappy with their grades or the experience overall, and their learning suffered as a consequence. You are expected to complete one unit every two weeks and do not work ahead.

Resubmissions

Resubmissions in this class are not accepted. Students are to carefully and thoughtfully review directions and submit assignments that fulfill all the requirements only one time. Make-up work or extra credit is not available in this course.

It is expected that students will work their way through the course in a deliberate manner so that they'll retain more information. Retaining more information from the course makes you a better professional and that's the long-term goal.

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Grading Scale

Letter Grade	Points / Percentage	
A	93-100%	744-800
A- (minus)	90-92%	720-743
B+	87-89%	696-719
B	83-86%	664-695
B- (minus)	80-82%	640-663
C+	77-79%	616-639
C	73-76%	584-615
C- (minus)	70-72%	560-583
D+	67-69%	536-559
D	63-66%	504-535
D- (minus)	60-62%	480-503

Letter Grade	Points / Percentage	
F	0-59%	0 – 479

Extension Policy

Students will be allowed to request an extension and receive an 'X' (extension grade) at the end of their original six-month enrollment period if:

- A minimum of one assignment has been received for grading per guidelines
AND
- All course units and exams are not completed and submitted OR
- A course withdrawal has not been initiated.

Note: The fee for a self-paced extension is \$99 per course. The request for an extension must be submitted no earlier than one month before the end of the course and no later than a week before the end of the course.

Extension grade details

- When the extension is granted and an "X" grade is issued, the student will receive a four-month enrollment period to complete the course.
- Students do not have the option to withdraw from a course after the initial six-month enrollment period.
- An 'X' grade posted to the student's official record will be replaced with a final letter grade; however, the extension will remain on the official transcript as a notation.
- If the course is not completed by the end of the extension period, the instructor will assign a final grade (A-F) based on work completed in relation to the total course requirements.
- If credit is not earned by the end of the extension period, students can re-enroll and repeat the entire course for credit.

Note: Students are not reported as enrolled during the extension period and are not eligible for student loan deferment. No more than one extension will be granted.

Course Schedule

The course is divided into weekly units.

Complete one unit every two weeks.

All classwork is due by midnight on Saturday.

Course Expectations

Email

Upper Iowa University employees and students are issued a UIU email account (doej@uiu.edu). University email communications will only be sent to UIU email address. Faculty and staff are not obligated to respond to students using non-UIU email accounts.

Technology Requirements

You should have access to a reliable, up-to-date computer, updated virus protection, and an Internet connection to access course materials and complete course requirements. Plan now for how you will handle it when you have Internet problems.

Professional Writing and Speaking Guidelines

Communications in class and online should follow the Student Conduct and Discipline, Respect for the University Environment, and Code of Student

Responsibility in the [Student Handbook](#). Respect the opinions of others using appropriate language and communications.

University Policies

Withdrawal (W)

If a student decides to withdraw from a course before the end of an enrollment period, the student's charges, financial aid, tuition assistance, and/or veteran benefits could be affected. All students should consult with the Business Office and Financial Aid Office to understand the financial impact of withdrawing prior to initiating the withdrawal process.

Students who have registered for this course through our partnership are required to follow the withdrawal policy outlined on the partnership website. Please refer to the partnership site for official withdrawal procedures and deadlines.

Tuition adjustments are independent from academic and financial aid deadlines. Upon receiving a request for withdrawal, using the number of lessons submitted as compared to the total due, a refund of tuition is made according to the following guideline.

On or before the first day of the enrollment period* 100%

After the first lesson through 10% of the enrollment period 90%

After the first 10% through the first 25% of the enrollment period 50%

After the first 25% of the enrollment period 0%

*Enrollment is measured by the number of assignments to be submitted during a six-month period of time, as determined by the University, during which semester credits are earned toward graduation. The refund/repayments shall be calculated using the percentages noted above as determined using the number of assignments completed and the number of assignments yet to be submitted.

For example, if a student submitted 2 of 17 assignments, they completed 11.76% of the class assignments. The student would be refunded 50% of the tuition cost.

For students from Wisconsin, Maryland, Georgia, Oregon, or Arizona, state laws apply. For students enrolled through the cpacredits.com program, no refund is allowed after the first two weeks.

Students who withdraw from a course prior to submitting the first assignment, or who are administratively withdrawn for non-submission of assignments, will be charged an administrative fee of \$99.

Course withdrawal may impact financial aid eligibility. A financial aid counselor is available to discuss this decision.

Upper Iowa University is required to use a pro-rata schedule to determine the amount of Title IV aid the student has earned at the time of withdrawal. If financial aid funds have been released to the student because of a credit balance on the student's account at Upper Iowa University, the student may be required to repay some or all of the amount released to the student. This policy is subject to federal regulations. Contact the Financial Aid Office for details.

Withdrawing from a course in progress may result in significant student account charges. Consult with the Business Office before withdrawing. For more information on financial aid implications, go to uiu.edu/financialaid.

Administrative Withdrawal (AW)

A grade of AW (administrative withdrawal) is recorded for any course from which a student is administratively withdrawn. **At least one complete assignment/unit must be received and verified by the instructor within the first 60 days of the enrollment period or the student will be administratively withdrawn from the course.** Students who are administratively withdrawn for non-submission of assignments, will be charged an administrative fee of \$99. Non-Attendance (NA): Never attended grades are not applicable to the Self-Paced Degree Program.

Academic Accommodations

It is the policy of Upper Iowa University to ensure equal access to educational and co-curricular activities to students with disabilities as mandated by the Americans with Disabilities Act Amendments Act (ADAAA) and Section 504 of the Rehabilitation Act of 1973. A student seeking accommodations should contact the Director of

Student Accessibility Services as early in the session as possible. In order to receive accommodations, students are required to disclose their disability to the Director by completing an application for services that can be found on the Student Accessibility Webpage. In addition to the application packet, the student is required to submit supporting documentation. Submit these to the Student Accessibility Services Office either in person or by email/Fax. A brief interview, in-person, by phone or virtually, with the Director will confirm or deny the accommodations requested. The Student Accessibility Services Office will email accommodation letters to the appropriate professor, the student, and the student's advisor. Additionally, students should work cooperatively with their instructors throughout the session to make sure that their accommodations are appropriate and effective.

Upper Iowa University (UIU) provides closed captioning/transcriptions in acknowledgment of the Americans Disability Act, Rehabilitation Act, and various state laws. The information displayed is computer generated and not reviewed before being published. UIU makes no representations or warranties and expressly disclaims any responsibility or liability with respect to any errors or omissions in, or the accuracy, reliability, timeliness, or completeness of, any information that appears in a closed caption or transcript.

Contact the Director at (563) 425-5949, accessibility@uiu.edu or stop by the office on the 2nd floor of the Student Center, Office of Student Life, Room 229.

Emergency Directives: (Fire, Natural Disaster, Threat on campus, etc.)

In accordance with Upper Iowa University's emergency management plan, any student that requires assistance in the event of an emergency (Fire, natural disaster, threat on campus) is responsible for notifying their instructor of the need for assistance. (Evacuation, and/or indoor safety protocols) This information will be held confidential and only needed in the unlikely event that there is an emergency.