American Public University System

The Ultimate Advantage is an Educated Mind

> **School: Business**
> **Course Number: HRMT411**
> **Course Name: Dispute Resolution**
> **Credit Hours: 3**
> **Length of Course: 8 weeks**
> **Prerequisites: None**

Please see the **Lessons area in** the classroom for additional course specific information

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Course Description (Catalog)

This course focuses on the principles, practices, and processes of dispute and conflict resolution. The course draws on interdisciplinary materials from social science, decision theory, management/labor relations, law, and others. Course curriculum incorporates a review of non-binding dispute resolution strategies such as negotiation and mediation, binding strategies including arbitration, and psychological challenges to overcoming conflict such as cognitive perception biases.

Course Scope

This course introduces the important conflict management mechanisms of alternative dispute resolution (ADR) as well as effective methods of negotiation.

Course Material

Required Course Textbooks:

Coltri, S. (2010). *Alternative Dispute Resolution: A Conflict Diagnosis Approach (2nd Ed.).* Suffolk, NJ: Prentice Hall.

Additional Resources: Located in the lessons and announcements section.

Websites: In addition to the required course texts the following public domain websites are useful. Please abide by the university's academic honesty policy when using Internet sources as well. Note website addresses are subject to change.

Site Name	Website URL/Address
Society for Human Resources Management	https://www.shrm.org/pages/default.aspx
APA Style Writing	http:///www.apastyle.org
Managing Human Resources	http://humanresources.about.com/od/glossary m/g/manage _humans.htm

Course Objectives

After successfully completing this course, you will be able to:

1. Discuss the stages of litigation in the U.S. and the points at which it is appropriate to consider using Alternative Dispute Resolution (ADR) to resolve disputes.
2. Explain the general characteristics of ADR.
3. Discuss several significant ethical issues involved in negotiation.
4. Contrast mediation to adversarial dispute resolution models like arbitration and trial.
5. Explain the purpose and process of the Summary Jury Trial and Mini-Trial process and explain the advantages and disadvantages.
6. Describe the application of interest arbitration, particularly with regard to public sector employment.
7. Identify codes of ADR professional conduct.

Course Outline

Week	Topic(s)	Learning Objectives	Reading(s)	Assignment(s)
1	Purpose, Conflict, and Parties	1	Chapter 1	Forum
2	Types of ADR, Others Involved, and Challenges to Success	2, 7	Chapter 2	Forum
3	An Introduction to Mediation	2	Chapter 3	Forum and Written Assignment
4	Legal and Ethical Issues in Mediation	3, 4	Chapter 4	Forum and Midterm Exam
5	An Introduction to Arbitration	2, 6	Chapter 5	Forum
6	Other Types of ADR	2, 3, 5	Chapter 6	Forum
7	Making the Best ADR Choices - Part I	3, 4, 6	Chapter 7 (Mediation and Arbitration Sections)	Forum and Written Assignment
8	Making the Best ADR Choices - Part II	3, 5	Chapter 7 (Other ADR Sections)	Forum and Final Exam

Course Delivery Methods

Grading for the course will be based on the following:

Grade Instrument	% Final Grade
(8) Forums - 5% each	40%
(2) Written Assignments - 10% each	20%
(2) Exams - 20% each	40%
Total	**100%**

Course Delivery Methods

This course delivered via distance learning will enable students to complete academic work in a flexible manner, completely online. Course materials and access to an online learning management system will be made available to each student. Online assignments are due by Sunday evening of the week as noted and include Forum questions (accomplished in groups through a threaded forum), examination, and individual assignments submitted for review by the Faculty Member). Assigned faculty will support the students throughout this eight-week course.

Policies

Please see the Student Handbook to reference all University policies. Quick links to frequently asked question about policies are listed below.

Drop/Withdrawal Policy
Plagiarism Policy
Extension Process and Policy
Disability Accommodations

Grading Scale
Please see the Student Handbook to reference the University's grading scale.

Citation and Reference Style
Attention Please: Students will follow the APA Format as the sole citation and reference style used in written work submitted as part of coursework to the University. Assignments completed in a narrative essay or composition format must follow the citation style cited in the APA Format.

Late Assignments

Students are expected to submit classroom assignments by the posted due date and to complete the course according to the published class schedule. The due date for each assignment is listed under each Assignment. As adults, students, and working professionals, I understand you must manage competing demands on your time. We all know that "life happens" but it is important to adhere as closely to the deadlines in the class as possible.

Should you need additional time to complete an assignment, please contact me before the due date so we can discuss the situation and determine an acceptable resolution. If arrangements are not made in advance, a late penalty of 10% will be assessed for any assignment submitted 1-7 days past the due date. Assignments will not be accepted after the 7th day. No work will be accepted past the final day of class.

Netiquette

Online universities promote the advancement of knowledge through positive and constructive debate – both inside and outside the classroom. Forums on the Internet, however, can occasionally degenerate into needless insults and "flaming." Such activity and the loss of good manners are not acceptable in a university setting – basic academic rules of good behavior and proper "Netiquette" must persist. Remember that you are in a place for the rewards and excitement of learning which does not include descent to personal attacks or student attempts to stifle the Forum of others.

- **Technology Limitations:** While you should feel free to explore the full-range of creative composition in your formal papers, keep e-mail layouts simple. The Sakai classroom may not fully support MIME or HTML encoded messages, which means that bold face, italics, underlining, and a variety of color-coding or other visual effects will not translate in your e-mail messages.
- **Humor Note:** Despite the best of intentions, jokes and underline especially satire can easily get lost or taken seriously. If you feel the need for humor, you may wish to add "emoticons" to help alert your readers: ;-), :),

Disclaimer Statement

Course content may vary from the outline to meet the needs of this particular group.

Academic Services

The Online Library is available to enrolled students and faculty from inside the electronic campus. This is your starting point for access to online books, subscription periodicals, and Web resources that are designed to support your classes and generally not available through search engines on the open Web. In addition, the Online Library provides access to special

learning resources, which the University has contracted to assist with your studies. Questions can be directed to **librarian@apus.edu**.

- *Charles Town Library and Inter Library Loan:* The University maintains a special library with a limited number of supporting volumes, collection of our professors' publication, and services to search and borrow research books and articles from other libraries.
- *Electronic Books:* You can use the online library to uncover and download over 50,000 titles, which have been scanned and made available in electronic format.
- *Electronic Journals:* The University provides access to over 12,000 journals, which are available in electronic form and only through limited subscription services.
- *Tutor*.**com**: AMU and APU Civilian & Coast Guard students are eligible for 10 free hours of tutoring provided by APUS. Tutor.com connects you with a professional tutor online 24/7 to provide help with assignments, studying, test prep, resume writing, and more. Tutor.com is tutoring the way it was meant to be. You get expert tutoring whenever you need help, and you work one-to-one with your tutor in your online classroom on your specific problem until it is done.
- *Disability Accommodations*: Students are encouraged email dsa@apus.edu to discuss potential academic accommodations and begin the review process.

Request a Library Guide for your course (http://apus.libguides.com/index.php)
The AMU/APU Library Guides provide access to collections of trusted sites on the Open Web and licensed resources on the Deep Web. The following are specially tailored for academic research at APUS:

- Program Portals contain topical and methodological resources to help launch general research in the degree program. To locate, search by department name, or navigate by school.
- Course Lib-Guides narrow the focus to relevant resources for the corresponding course. To locate, search by class code (e.g., SOCI111), or class name.

If a guide you need is not available yet, please email the APUS Library: librarian@apus.edu.

Turnitin.com
Faculty may require assignments be submitted to Turnitin.com. Turnitin.com will analyze a paper and report instances of potential plagiarism for the student to edit before submitting it for a grade. In some cases professors may require students to use Turnitin.com. This is automatically processed through the Assignments area of the course.