**SABANCI UNIVERSITY**

**FACULTY OF ARTS AND SOCIAL SCIENCES**

**CONF 431 Conflict Resolution Practice**

**INSTRUCTOR**

Dr. Pınar Akpınar

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**About Pınar Akpınar**

Pınar Akpınar is Action Research Program Manager at Sabancı University. She received her PhD from the School of Politics, International Relations and Philosophy (SPIRE), Keele University with her dissertation entitled ‘An emerging mediator on the periphery: Turkey’s mediations in the Syrian-Israeli talks and in Somalia’. Her research interests are conflict resolution, foreign policy, international mediation, peacebuilding and humanitarianism. Akpınar taught at various universities including Sabancı University, Kadir Has University and Keele University. She was a visiting scholar at the School for Conflict Analysis and Resolution at George Mason University in 2013. Akpinar has advised institutions such as Turkish Foreign Ministry, Turkish General Staff and Qatari Ministry of Defense on issues of mediation, conflict resolution and regional politics. She co-facilitated the Somalia-Somaliland Academic Forum (A track II mediation process carried out under the auspices of Turkish Foreign Ministry). She is a member of the Turkey antenna of the Mediterranean Women Mediators Network and a Women in Conflict 1325 Fellow, a women mediators network created by Beyond Borders Scotland. She is also Women’s Voice Ambassador for SES Equality and Solidarity Association.

**COURSE DESCRIPTION**

Conflicts are inevitable parts of our lives that arise as a result of clashing interests, needs, norms and values. Approaching conflicts through avoidance or through violent means could be costly and have serious implications on our lives. It is, therefore, of utmost importance to resolve conflicts by using non-violent and constructive methods in order to achieve sustainable outcomes. This course will examine the basic concepts and practices of alternative forms of conflict resolution such as negotiation, mediation, facilitation and conciliation. It will focus on various levels of conflict resolution practice including inter-personal, inter-communal, and international.

**Course Outcomes**

Upon completion of this course, the student should:

1. be familiar with basic concepts in the field;
2. combine theory with practice;
3. analyze and resolve a given conflict;
4. gain practice necessary to resolve various types of conflicts such as interpersonal, family, organizational, and international mediation;
5. develop effective communication skills necessary for resolving conflicts.

**Method**

The instructor may use a variety of methods including lectures, videos, large and small group discussions, case studies, role-plays, student experiences and responses. This course is designed as an interactive online course. The interaction of students with each other will be the key essence of their learning. In class participation of students will be encouraged and expected throughout the semester. Through a holistic understanding, students will start practising forms of conflict resolution from the second week onwards through a ‘learning by doing’ approach by adding new skills and concepts to their experience each week.

**Main Textbooks**

Oliver Ramsbotham, Tom Woodhouse and Hugh Miall. 2012. Contemporary Conflict Resolution. Vol.3. Cambridge; Malden: Polity Press.

Christopher W. Moore, The Mediation Process: Practical Strategies for Resolving Conflict, San Francisco: Jossey-Bass, 2014 (available online at the library database (Ebrary).

Please see weekly schedule below for further reading.

**Attendance Procedure**

Punctuality and regular attendance in classes are of prime importance for successful completion of this course particularly since major part of classes will be based on practical exercises. Students will be expected to arrive for class on time and to remain in class until the end of the class session. Please read and watch the material provided prior to class.

**Course Changes**

The course syllabus provides a general plan for the course. The lecturer reserves the right to make periodic changes to the syllabus, including assignments, case studies, timetable, examinations, and the like, in order to accommodate the needs of the class as a whole and fulfil the goals of the course.

**Content of the Course**

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| **Week 1  – Introduction to the Course**  Please read the following materials prior to class:  Chapter 1 – “Introduction to Conflict Resolution: Concepts and Definitions” inOliver Ramsbotham, Tom Woodhouse and Hugh Miall. 2012. Contemporary Conflict Resolution. Vol. 3. Cambridge; Malden: Polity Press.  Jacob Bercovitch, “International Conflict and Its Resolution: Moving from the Twentieth to the Twenty-first Century,” Conflict Resolution in the Twenty-first Century: Principles, Methods, and Approaches, Michigan: University of Michigan Press, 2009 (available at the library as e-book).  Suggested reading:  Arthur M. Eckstein, “Greek Mediation in the First Macedonian War, 209-205 B.C.,” Historia: Zeitschrift für Alte Geschichte, Vol. 51, No. 3, 2002, 268-297.  Sikand, Aalok, “ADR Dharma: Seeking a Hindu Perspective on Dispute Resolution from the Holy Scriptures of the Mahabharata and the Bhagavad Gita,” Pepperdine Dispute Resolution Law Journal, Vol.7, No.2, 2007, 323-372. |
| **Week 2 – Conflict Analysis**  Please read the following materials prior to class:  Simon Mason ve Sandra Rychard, ‘Conflict Analysis Tools’, Swiss Agency for Development and Cooperation, Conflict Prevention and Transformation Division, 2005, <https://www.files.ethz.ch/isn/15416/CSPM%20Tipp%20Conflict%206.3.pdf>  Chapter 4 – “Understanding Contemporary Conflict” inOliver Ramsbotham, Tom Woodhouse and Hugh Miall. 2012. Contemporary Conflict Resolution. Vol. 3. Cambridge; Malden: Polity Press. |
| **Week 3 – Negotiation Basics and Distributive and Win-win Negotiation Styles**  Please read the following materials prior to class:  Chapter 1 & 2 in, Leigh Thompson, The Mind and Heart of the Negotiator. Prentice Hall, 2009.  Please watch the following video prior to class (compulsory):  **You Tube – William Ury: The walk from "no" to "yes"**  <http://www.ted.com/talks/william_ury.html> |
| **Week 4 – Advanced Negotiation Skills**  Please read the following materials prior to class:  Chapter 3 & 4 in, Leigh Thompson, The Mind and Heart of the Negotiator. Prentice Hall, 2009. |
| **Week 5 – Gender and Conflict Resolution**  Please read the following materials prior to class:  Chapter 13 – “Gender and Conflict Resolution” inOliver Ramsbotham, Tom Woodhouse and Hugh Miall. 2012. Contemporary Conflict Resolution. Vol. 3. Cambridge; Malden: Polity Press.  Julia Palmiano Federer and Rachel Gasser, International Peace Mediation and Gender: Bridging the Divide, BPC Policy Brief, Policy Brief V.6. N.05, November/2016, http://www.bricspolicycenter.org/en/publications/international-peace-mediation-and-gender-bridging-the-divide/.  Kevin Avruch and Zheng Wang, “Culture, Apology, and International Negotiation: The Case of the Sino-U.S. ‘Spy Plane’ Crisis,” International Negotiation, 10, 2005, 337–353. |
| **Week 6 – Culture and Conflict Resolution**  Please read the following materials prior to class:  Kevin Avruch and Zheng Wang, “Culture, Apology, and International Negotiation: The Case of the Sino-U.S. ‘Spy Plane’ Crisis,” International Negotiation, 10, 2005, 337–353. |
| **Week 7 – Basics of Mediation**  Please read the following materials prior to class:  Part 1, “Understanding Dispute Resolution and Mediation (Chapter 1&2), in Christopher W. Moore, The Mediation Process: Practical Strategies for Resolving Conflict, San Francisco: Jossey-Bass, 2014 (available online at the library database (Ebrary). |
| **Week 8 – Communication Skills in Mediation (**Paraphrasing, summarizing, restating, asking questions, types of questions, helping parties understand their dispute, verbal and non-verbal communication, active listening).  Appendix 2, Nonverbal Communication and Lie Detection, Leigh Thompson, The Mind and Heart of the Negotiator. Prentice Hall, 2009. |
| **Week 9 – Before mediation**  Please read the following materials prior to class:  Part 2, “Laying the Groundwork for Effective Mediation,” (Chapter 3, 4, 5, 6), in in Christopher W. Moore, The Mediation Process: Practical Strategies for Resolving Conflict, San Francisco: Jossey-Bass, 2014 (available online at the library database (Ebrary). |
| **Week 10 – During Mediation**  Please read the following materials prior to class:  Part 3, “Conducting Productive Mediations,” (Chapter 8, 9, 10, 11), in Christopher W. Moore, The Mediation Process: Practical Strategies for Resolving Conflict, San Francisco: Jossey-Bass, 2014 (available online at the library database (Ebrary). |
| **Week 11 – Reaching a Settlement**  Please read the following materials prior to class:  Part 4, “Conducting Productive Mediations,” (Chapter 12, 13, 14), in Christopher W. Moore, The Mediation Process: Practical Strategies for Resolving Conflict, San Francisco: Jossey-Bass, 2014 (available online at the library database (Ebrary). |
| **Week 12 – International Mediation I**  Please read the following materials prior to class:  Akpınar, Pınar, “Mediation as a Foreign Policy Tool in the Arab Spring: Turkey, Qatar and Iran,” Journal of Balkan and Near Eastern Studies 17, no.3 (2015): 252-268.  Touval, Saadia, “Mediation and Foreign Policy,” International Studies Review, Vol. 5, No. 4, Dissolving Boundaries, 2003, 91-95.  Akpınar, Pınar, “The Limits of Mediation in the Arab Spring: The Case of Syria,” Third World Quarterly 37, no.12 (2016): 2288-2303.  Zartman, I. William, “Interest, Leverage and Public Opinion in Mediation,” International Negotiation, vol.14, 2009, 1-5.  Waage, Hilde Henriksen. 2007. The “Minnow” and the “Whale:” Norway and the United States in the Peace Process in the Middle East. British Journal of Middle Eastern Studies 34 (2): 157-176. |
| **Week 13 – Supporting International Mediation by Other Means (Aid and non-state actors)**  Please read the following materials prior to class:  Akpınar, Pınar, “Turkey’s Peacebuilding in Somalia: The Limits of Humanitarian Diplomacy,” Turkish Studies, vol.14, no.4, 2013, 735-757.  Papagianni, Katia, “Mediation, Political Engagement, and Peacebuilding,” Global Governance, 16, 2010, 243-263.  Paffenholz, Thania and Christoph Spurk, “Civil Society, Civic Engagement, and Peacebuilding,” Social Development Papers: Conflict Prevention and Reconstruction, No.36, 2006.  **TED Talks – The road to peace**  **3. Paul Collier: New rules for rebuilding a broken nation**  [**http://www.ted.com/playlists/22/the\_road\_to\_peace.html**](http://www.ted.com/playlists/22/the_road_to_peace.html) |
| **Week 14 – Dialogue facilitation simulation** |

**Further Resources**

Please check the library for further materials on the topic!

<http://www.beyondintractability.org/>

**Peacemaker's Toolkit, United States Institute of Peace, available at:** <http://www.usip.org/publications/peacemakers-toolkit>

**Mediate.com:**

<http://www.mediate.com>

**Peace Terms: Glossary of Terms for Conflict Management and Peacebuilding, United States Institute of Peace, available at:** <http://www.usip.org/sites/default/files/files/peaceterms.pdf>

**A Glossary of Terms and Concepts in Peace and Conflict Studies**

<http://www.africa.upeace.org/documents/GlossaryV2.pdf>

**Evaluation Methods and Tools**

This course is assessed by:

* attendance and participation in classes and role plays - 20 % of total grade
* Choose a conflict of your choice (interpersonal, family, organizational, international, etc.) and thoroughly analyze the conflict (actors, issues, dynamics, context, etc.), 1500-2000 words, - 30% of total grade, due Week 6.
* a paper written on a conflict of your choice (interpersonal, family, organizational, international, etc.). You are expected to analyze the conflict (actors, issues, dynamics, context), select a mediation strategy, write a detailed plan for mediation and your agenda as the mediator, 2500 - 3000 words -  50% of total grade

**Class Participation**

Students are strongly encouraged to attend and participate in all classes since a major part of this course focuses on practice (mainly in the form of role plays). Therefore, you are expected to attend all classes. Your attendance would affect your learning performance significantly. In case you are unable to attend the class please make sure you inform the course lecturer in advance.

You are encouraged to ask questions to clarify understanding and to discuss and debate the theories, principles and concepts from the text, case studies and lectures. You are expected to come to class having made all the assigned readings for that session. To be successful in the course, the student should expect to spend a minimum of 3-4 hours per week on readings.

**Academic Dishonesty**

Academic dishonesty will **NOT** be tolerated.  Any student found to be involved in any verifiable incident of academic dishonesty (copying, cheating, plagiarizing, etc.) will receive a grade of “F” for the class. If you have any questions on academic dishonesty, please kindly visit the course lecturer on office hours.