

**Institute of Social & Cultural Studies
Faculty of Behavioral & Social Sciences
University of the Punjab, Lahore
Course Outline**



Programme	BS Criminology	Course Code	BSC405	Credit Hours	3
Course Title	PEACE & CONFLICT RESOLUTION				

Learning outcomes After studying the course, the students will be able to;

- understand the meaning & importance of peace, conflict & range of conflict resolution approaches with special focus on negotiation, mediation, and advocacy.
- manage various conflicting situations on the basis of hands on training.

Content

Unit 1.: Introduction

- Subject Matter and Basic Concepts
- Importance of Peace in Society
- Peace and Social Order

Unit 2.: Informal Measures to Maintain Peace

- Alternative Dispute Resolution Mechanisms
- General types of ADR defined

Unit 3.: Formal Measures to Maintain Peace

- Review of Judicial System
- Court structure and subject matter jurisdiction
- Progress of a case through the system
- Analysis of benefits and detriments of the judicial system
- Client/attorney perspectives
- Advantages and disadvantages

Unit 4.: Mediation Training

- Introduction and Goals
- Review of court organization chart
- Conflicts: causes and responses
- Listening skills
- Elements of Mediation
- Issue identification
- Prioritizing
- Timing and climate setting
- Causes

Unit 5.: Role of the Mediator

- Objectives before and during the mediation process
- Reducing defensive communication
- Essential qualities necessary
- Common errors
- Role play

Unit 6.: Conducting a Mediation Session

- Case preparation
- Opening statements to parties
- Explanation of process and role of mediator
- Ground rules
- Confidentiality
- Role play

Unit 7.: Common Problem Areas

- Dealing with impasse
- Summarizing issues
- Hostile parties
- Manipulative parties
- Social service needs and referrals
- Role play

Unit 8.: Negotiation

- The Process and Outcome of Negotiation
- Tactics, Techniques and Skills of Negotiation
- Ethical Issues in Negotiation
- Application: from Individual Use in Business to Courtroom Tactics
- Service Learning Component: District Court

Unit 9.: Mediation

- Forms and Functions
- Skills Training
- Philosophical and Ethical Issues
- Substantive Areas of Law Where Applied: Community Disputes, Landlord/Tenant, Domestic Relations
- Service Learning Component: Municipal Court Mediation

Unit 10.: Arbitration

- The Process, the Participants, the Neutrals and the Authority

- Arbitration Act
- Substantive Areas of Law Where Applied: Labor and Employment, Automobile, Construction, Business Insurance, Securities, etc.

Unit 11.: Hybrid Process

- Med/Arb
- Summary Jury Trials
- Mini trials
- Early Neutral Evaluation
- Special Masters

Assessment & Examination

Sr. No.	Elements	Weightage	Details
1	Midterm Assessment	35%	It take place at the mid-point of the Semester
2	Formative Assessment	25%	It is continuous assessment. It includes classroom participation, attendance, assignments, presentations, homework, attitude and behavior, hands-on-activities, short tests, quizzes etc.
3	Final Assessment	40%	It take place at the end of the semester. It is mostly in the form of test, but owing to the nature of the course the teacher may assess their students based on term paper, research proposal development, field work and report writing etc.

Recommended Books

- Jeong, H. W. (2017). *Peace and conflict studies: An introduction*. Routledge.
- Wallensteen, P. (2018). *Understanding conflict resolution*. SAGE Publications Limited.
- Deutsch, M., Coleman, P. T., & Marcus, E. C. (Eds.). (2011). *The handbook of conflict resolution: Theory and practice*. John Wiley & Sons.
- Bernadine Van Gramberg (2005). *Managing Workplace Conflict: Alternative Dispute Resolution in Australia*.
- Craig E. Runde, Tim A. Flanagan. (2006). *Becoming a Conflict Competent Leader: How You and Your Organization Can*.
- Kent M. Weeks (1999). [managing campus conflict through alternative dispute resolution](#)
- Laurie S. Coltri. (2003). *Conflict diagnosis and alternative dispute resolution*.