



**The Frederick Center**  
*for Professional Development*

*Online Course Syllabus*

<b>Course Title:</b>	<i>Interludes of Conflict</i>
<b>Credit Hours:</b>	2.4 Continuing Education Units (CEU)
<b>Enrollment details:</b>	The cost for this course is \$89.00
<b>Date:</b>	TBA
<b>Instructor of Record:</b>	Aleta Polley, M.Ed.
<b>Contact:</b>	Aleta@TheFrederickCenter.com   740-517-9898
<b>Required Media:</b>	"The Pursuit of Happiness"

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**The Frederick Center of Professional Development Conceptual Core** - The Frederick Center (TFC) was founded in order to address issues of social equality and social justice by delivering courses and imparting knowledge, tools, and resources to people in the 'helping professions'. Through education, together, we can change the world.

**Learning Outcomes:** In every organization, challenging and problematic situations arise which can generate conflict with even the most seasoned professionals. Sometimes internal conflicts are between colleagues, colleagues and administration/management, or colleagues and clients. Other times, external conflicts are a direct result of new mandates, policies, procedures, or client expectations. This course and its emphasis on conflict management and resolution is designed to give participants strategies, tactics, and applications to gain understanding of a variety of common conflicts.

**Objectives:**

- Identify and analyze the anatomy of conflict
- Differentiate substantive and emotional issues
- Learn effective conflict intervention strategies
- Understand the dynamics of issues, events, and triggers

**Course Policies:**

Assessment for the Course

The final exam is worth 100 points. It is located in Module 6, and it will be available to you at the beginning of week 6. Once you begin, do not attempt to close and reopen the exam; only the first submission will be graded. You will need to earn at least 80 points to receive credit for this course.

The Frederick Center website

This online course will utilize TFC's website, [www.TheFrederickCenter.com](http://www.TheFrederickCenter.com), for all announcements, course information, assignments, exams, and group discussions. If you are a new user, you will need to register online at [www.TheFrederickCenter.com/apps/auth/signup](http://www.TheFrederickCenter.com/apps/auth/signup). It is important that you familiarize yourself with the many exciting features that our website has to offer. If you have technical issues, please contact technical support at



TechnicalSupport@TheFrederickCenter.com. To get started, visit this link:  
[www.TheFrederickCenter.com/participant-login](http://www.TheFrederickCenter.com/participant-login).

### Communication

The fastest way to contact me is via text or phone: 740-517-9898 (Mon. – Fri. 5 PM – 9PM EST). You can also reach me at [Aleta@TheFrederickCenter.com](mailto:Aleta@TheFrederickCenter.com). Please be sure to state your name and the course name in the body of your email, so I can quickly and easily identify your needs.

### Course Materials

Materials, lectures, and additional resources will be posted on the course website. Several assignments require viewing films that will help to conceptualize the information. These films are available online (links provided), and may also be found at your local library, video rental store, or DVD kiosk. *Please remember that it is your responsibility to locate and view these films. Don't wait until the last minute to search for them. If the provided link doesn't work for you, you may need to Google the film title, and/or search for clips on YouTube, or similar sites.*

### Course Requirements

Assignments are MANDATORY and must be submitted as stated. All the course materials, lectures, and exams are available on TFC's website, [www.TheFrederickCenter.com](http://www.TheFrederickCenter.com).

### Forum Posts

The Forum is a tool on TFC's website that will allow us to ask questions and share opinions about the course materials. Forum posts should reflect your own feelings, thoughts, etc., and you can also post brief responses to your classmates. Information shared in the forum is visible to each member of TFC and should be kept confidential.

### Final Exam (100 pts.)

The final exam has multiple-choice and true/false questions. It is comprehensive and covers the lectures, articles, films, and videos. You may use your notes, however collaborating with others is considered cheating. Do not attempt to close and reopen the exam; only the first submission will be graded. If your Internet connection is poor, you should find a library, or other suitable location to take the exam. After it is made available, you will have two weeks to complete and submit the exam. Please contact technical support at [TechnicalSupport@TheFrederickCenter.com](mailto:TechnicalSupport@TheFrederickCenter.com) if you have trouble accessing the exam.

### Attendance

This is an online course, and you are responsible for accessing and completing assignments by the specified due date.

### Dishonesty:

The Frederick Center for Professional Development Code of Conduct prohibits all forms of academic dishonesty. These include cheating; plagiarism; forgery; furnishing false information to TFC staff, instructor, website, etc.; and alteration or misuse of TFC's intellectual property, intellectual property of instructors, documents, records, identification, and/or websites is strictly prohibited. If a participant engages in course-related academic dishonesty, they will be barred from this and any additional current, or future courses in which they may be, or may attempt to be enrolled.



### Late Submissions/Requirements Not Met

Assignments submitted after the posted due date will not be graded. If an assignment cannot be submitted due to a technical problem, you **MUST** notify me *prior to the due date*. “Incomplete” (I) grades will only be recorded in special circumstances.

### Intellectual Copyright Policy

The lectures, online activities and all materials associated with this class and developed by the instructor are copyrighted in the name of Aleta Polley on July 4, 2012 unless otherwise stated.

### Special Accommodations

In compliance with the Americans with Disabilities Act (ADA), all students are entitled to “reasonable academic accommodations.” If you are a student with special needs, please notify me at the beginning of this class.

### Modifications

This syllabus may be modified as required.

## Agenda

### Week 1

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1. Review course materials located in Module 1.
2. If you have a comment or question, post it on the Forums page by the end of week one.

### Week 2

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1. Review course materials located in Module 2.
2. If you have a comment or question, post it on the Forums page by the end of week two.

### Week 3

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1. Review course materials located in Module 3.
2. If you have a comment or question, post it on the Forums page by the end of week three.

### Week 4

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3. Review course materials located in Module 4.
4. If you have a comment or question, post it on the Forums page by the end of week four.

### Week 5

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3. Review course materials located in Module 5.
4. If you have a comment or question, post it on the Forums page by the end of week five.

### Week 6

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3. Review course materials located in Module 6.
4. If you have a comment or question, post it on the Forums page by the end of week six.
5. **Submit the FINAL EXAM, which is located on the course page, within two weeks.**