Course title: Social and Environmental Conflict Resolution in Tourism

Code:

**Instructor:** Dr Hila Zaban

**Credit hours:** 2

**Year:** 2 **Semester:** A, Wednesday 16:00-17:30

**Academic year:** 2021/22

**Course objectives:**

This is an advanced course designed to achieve assessments of different conflicts in relations between tourism, the environment and the community. The course will familiarize students with definitions and basic principles of conflict management and solution. Students will gain practical experience using simulation games and acquire in-depth knowledge and analytical skills relating to factors, interested parties and possible solutions of tourism conflicts. They will also carry out conflict assessments for existing tourism conflicts (in teamwork).

**Intended Learning Outcomes:**

At the end of the course, students will:

1. Be familiar with definitions and basic principles of conflict management and solution
2. Gain practical experience using simulation games
3. Acquire in-depth knowledge and analytical skills relating to factors, interested parties and possible solutions of tourism conflicts
4. Carry out conflict assessments for existing tourism conflicts

**Schedule of lessons:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Lesson #** | **Topic** | **Details** | **Relevant reading assignments** | **Manner of teaching** |
| 1  20 Oct | Opening – What Is Conflict? | Types, causes, outcomes and ways to manage conflicts | Bauer & Erdogan, chapter 10 | In class /Zoom  (pending restrictions) |
| 2  27 Oct | The Origins of the Conflict | Interests vis-a-vis Positions  The Orange Conflict  The Tragedy of the Commons | Fisher & Ury, Ch. 1 | In class /Zoom |
| 3  3 Nov | Negotiation strategies | Principles of negotiation | Fisher & Ury, Ch. 2-5 (pp. 13-49)  Funken | In class /Zoom |
| 4  10 Nov | Preventing conflicts and bridging | Collaboration, facilitation, participation | Peterson & Feldpausch-Parker  Jamal & Getz | In class /Zoom |
| 5  17 Nov | Conducting negotiations | BATNA | Fisher & Ury, Ch. 6-8 (pp. 49-71) | In class /Zoom |
| 6  24 Nov | Identifying Interested Parties | Identifying parties, interests and strategies | Public Trust film | In class /Zoom |
| 7  1 Dec | Alternative solutions | Workshop: choosing between alternative solutions | Israeli & Mansfeld | In class /Zoom |
| 8  8 Dec | Case studies from Israel | Dror Boimel guest lecture |  | In class /Zoom |
| 9  15 Dec | Tourism related environmental conflicts | Student presentation  Timna (Sasgon Valley) | Almeida et al.  Collins-Kreiner & Israeli | In class /Zoom |
| 10  22 Dec | Tourism related social conflicts | Student presentation  Gentrification in Amsterdam, Jisr a-Zarka | Amsterdam film | In class /Zoom |
| 11  29 Dec | Tourism related political conflicts | Student presentation  City of David | ‘Long Live King David’ film | In class /Zoom |
| 12  5 Jan | Tourism related cultural, heritage and religious conflicts | Student presentation  Jerusalem’s cable car project | Koren-Lawrence et al. | In class /Zoom |
| 13  12 Jan | Tourism related development vs preservation conflicts | Student presentation  German Colony Orient Hotel (Jerusalem), alternative airport in Israel |  | In class /Zoom |

\*\* Listed case studies on sessions 9-13 might change. There can be additional changes to the program during term.

**Requirements:**

* Active participation: You must be present in all sessions and actively participate. Please be aware that you may miss 3 sessions (for any reason). Missing a fourth session would deduct 5 points off your grade. Missing a fifth session means you cannot complete the course.
* During Zoom sessions you need to have your camera on at all times, or I will have to mark this as absence.
* For Week 6, students will team up in two groups, watch the film Public Trust and prepare a 15 minutes presentation. Presentations will be on: 1) the actors and their interests (economic, social/communal, cultural, political, environmental); 2) strategies in negotiations/public participation. Include photos or short sections from the film for illustration.
* Tourism-related conflict case study presentation: In teams of 2, students will research and present a case study of a tourism-related conflict, of type of their choice according to the week in which they present. Presentations will be approximately 20 minutes and should include detailed information on the actors and resources involved in the conflict, the interests of the different parties, the history and transformation of the conflict over time, what steps have been taken to resolve the conflict, and the current state.
* By the end of term, 23 Jan 2022, students will submit a written paper based on their case-study presentation. The paper should include at least 5 academic sources and conform to an academic writing style. Up to 1,500 words.

**Grading scale:**

|  |  |
| --- | --- |
| **Assignment** | **Percentage of final grade** |
| Active participation | 10% |
| Class presentation (Public Trust) | 15% |
| Case-study presentation | 30% |
| Submitted paper | 45% |
| **Total** | **100%** |

**Main bibliography:**

Almeida, J., Costa, C. and da Silva, F.N. (2017). A framework for conflict analysis in spatial planning for tourism. *Tourism Management Perspectives*, 24: 94-106.‏

Bauer, T. and Erdogan, B. (2012). An introduction to organizational behavior. *Creative Commons*.‏ Also available at: <https://2012books.lardbucket.org/books/an-introduction-to-organizational-behavior-v1.1/s14-conflict-and-negotiations.html>

Fisher, R. and Ury, W. (1981). *Getting to Yes*. Boston: Houghton Mifflin

Funken, K. (2002). The Pros and Cons of Getting to Yes: Shortcomings and Limitations of Principled Bargaining in Negotiation and Mediation. *Zeitschrift fur Konfliktmanagement*.‏

Israeli, Y. and Mansfeld, Y. (2003). Transportation accessibility to and within tourist attractions in the old city of Jerusalem. *Tourism Geographies*, 5(4): 461-481.‏

Koren-Lawrence, N., Collins-Kreiner, N. and Israeli, Y.H. (2020). The future of the past: Sustainable management of archaeological tourist sites–The case study of Israel. *Tourism Management Perspectives*, 35.‏

Peterson, T.R. and Feldpausch-Parker, A.M. (2013). Environmental conflict communication. In: Oetzel, J.G. and Ting-Toomey, S. (eds), *The SAGE Handbook of Conflict Communication: Integrating Theory, Research and Practice*. Thousand Oaks, CA: Sage Publications, pp. 513–535.‏

**Secondary bibliography:**

Collins-Kreiner, N. and Israeli, Y. (2010). Supporting an integrated soft approach to ecotourism development: The Agmon Lake, Israel. *Tourism Geographies*, 12(1): 118–139.‏

Jamal, T.B. and Getz, D. (1995). Collaboration theory and community tourism planning. *Annals of Tourism Research*,22(1): 186–204.‏

**Other sources:**

Week 1: TED talk: William Ury -the walk from ‘no’ to ‘yes’: <https://youtu.be/Hc6yi_FtoNo>

Week 3: Margaret Neale - Negotiation: Getting what you want: <https://youtu.be/MXFpOWDAhvM>

Week 7: Public Trust: The Fight for America’s Public Lands: [https://youtu.be/OGjnIG7puzY](https://youtu.be/OGjnIG7puzY%20(96) (96 min).

Week 10: The Gentrification of Amsterdam: <https://youtu.be/Ff9WG14wgQ8> (45 min).

Amsterdam’s short-term rentals regulations: <https://blog.keycafe.com/understanding-short-term-rental-regulations-in-amsterdam/>

Week 11: Long Live King David: <https://ezproxy.kinneret.ac.il:2443/login?url=https://he.movie-discovery.com/movie/long-live-king-david-en/1353>