

<b>Syllabus for:</b> WORK-224/Conflict Management	
<b>Semester &amp; Year:</b>	Fall 2015
<b>Course ID and Section Number:</b>	WORK-224-E9059 (039059)
<b>Number of Credits/Units:</b>	This is a NON-CREDIT course
<b>Day/Time:</b>	X4 consecutive Tuesdays 6:00 PM to 8:15 PM (9/29-10/20/2015)
<b>Location:</b>	Del Norte Hall, Room 100 (Residence Hall lounge)
<b>Instructor's Name:</b>	Joan E. Hirschfeld
<b>Contact Information:</b>	Office location and hours: before and after class Phone: 707-822-1162 (voice only; no texts) Email: joan-hirschfeld@redwoods.edu
<b>Course Description (catalog description as described in course outline):</b> An introduction to conflict management, including strategies for dealing with difficult people and interpersonal discord.	
<b>Student Learning Outcomes (as described in course outline):</b> 1. Describe the meaning of conflict. 2. Compare and contrast the different conflict styles and be familiar with one's own style. 3. Name the causes of conflict in the workplace. 4. Design strategies for resolving interpersonal conflict.	
<b>Course Materials:</b> The instructor will provide any/all course-related materials. There is no fee.	
<b>Registration/Attendance/Grading:</b> <ul style="list-style-type: none"> <li>• Although this course is non-credit <b>all students <i>must</i> be registered</b>. If you are not already pre-registered, please see instructor for help with registration at the beginning of your first class.</li> <li>• Attendance will be taken at every class.</li> <li>• Grades will be either "Satisfactory" (S) or "Non-Satisfactory" (NS), based on participation.</li> </ul>	
<b>Participation:</b> This class will be part lecture, part discussion and highly interactive. To get the benefit of what is being offered and to enhance the learning of your fellow students, your participation is essential. You must show up <i>and</i> speak up. <i>Showing up</i> means arriving prepared and being present in mind as well as in body for the whole class meeting. <i>Speaking up</i> means taking part in and making contributions to class discussions and activities.	

**Class Schedule:**

Week One, after introductions we will review the syllabus, discuss class and individual expectations and goals, and begin by defining what "conflict" is, examining its functional underpinnings and why and how it manifests in different domains of individual, interpersonal, and collective experience, and in the larger community.

Subsequently and over the following three weeks, topics and issues to be covered will include productive/non-productive styles and strategies for managing conflict; identifying and assessing one's personal approach to conflict; tools and techniques for de-escalating and preventing conflict on the job when dealing with difficult people and situations; and other relevant information and/or experiential exercises to help students be more effective conflict managers.

*The instructor reserves the right to make changes to this syllabus at any time at their discretion in order to improve students' learning experience, and/or due to extenuating circumstances.*

***"Peace is not the absence of conflict but the presence of creative alternatives for responding to conflict – alternatives to passive or aggressive responses, alternatives to violence."***

***~Dorothy Thompson***

**Electronic Devices/cell phones:** Laptops/tablets may be used for taking notes only and *only with the instructor's prior approval*. Should a student require use of a cell phone for emergency purposes, the ringer should be set to vibrate and the student will need to step out of the classroom in order to make/answer calls.

**Special accommodations:** College of the Redwoods complies with the Americans with Disabilities Act in making reasonable accommodations for qualified students with disabilities. Please present your written accommodations document to me as promptly as possible so that necessary arrangements can be made. If you have a disability or believe you might benefit from disability related services and may need accommodations, please see me or contact Disabled Students Programs and Services.

**Academic Misconduct:** Cheating, plagiarism, collusion, abuse of resource materials, computer misuse, fabrication or falsification, multiple submissions, complicity in academic misconduct, and/ or bearing false witness will not be tolerated. Violations will be dealt with according to the procedures and sanctions proscribed by the College of the Redwoods. Students caught plagiarizing or cheating on exams will receive an "NS" in the course.

The student code of conduct is available on the College of the Redwoods website at:

<http://redwoods.edu/District/Board/New/Chapter5/AP%205500%20Conduct%20Code%20final%2002-07-2012.pdf>

Additional information about the rights and responsibilities of students, Board policies, and administrative procedures is located in the college catalog and on the College of the Redwoods homepage.

**College of the Redwoods is committed to equal opportunity in employment, admission to the college, and in the conduct of all of its programs and activities.**

### **Emergency Procedures:**

Please review the campus evacuation sites, including the closest site to this classroom and review [www.redwoods.edu/safety.asp](http://www.redwoods.edu/safety.asp) for information on campus Emergency Procedures.

During an evacuation:

- Be aware of all marked exits from your area and building. Know the routes from your work area to the nearest exits.
- Once outside, move to the nearest evacuation point outside your building.
- Keep streets and walkways clear for emergency vehicles and personnel.
- Do not leave campus, unless it has been deemed safe by the Incident Commander or campus authorities. (Be aware CR's lower parking lot and 101 frontage are within the Tsunami Zone).
- **RAVE:** College of the Redwoods has implemented an emergency alert system. Everyone is entered already to receive a message at their CR email address. In the event of an emergency on campus, you can also elect to receive an alert through your personal email, and/or phones at your home, office, and cell. This emergency alert system will be available to all students, staff, and other interested parties. *Registration is necessary in order to receive emergency alerts.* Please go to <https://www.GetRave.com/login/Redwoods> and use the "Register" button on the top right portion of the registration page to create an account. During the registration process you can elect to add additional information, such as office phone, home phone, cell phone, and personal email. Please use your CR email address as your primary Registration Email. Your CR email address ends with "redwoods.edu."

We will test the system each semester to be sure that you are getting alerts at all of your destinations. Please contact Public Safety, 707-476-4112, [security@redwoods.edu](mailto:security@redwoods.edu), if you have any questions.