

Syllabus for: WORK-224/Conflict Management

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| Semester & Year: | Fall 2015 |
| Course ID and Section Number: | WORK-224-E9715 (09715) No Pre/Coreq Needed |
| Number of Credits/Units: | This is a NON-CREDIT course |
| Day/Time: | SAT/SUN/TUES/ 6:30-9:30PM |
| Location: | Humboldt County Correctional Facility, Eureka, CA |
| Instructor's Name: | Kintay Johnson |
| Contact Information: | Office location and hours: ASC L101G by Appointment Phone: (707)-476-4560 Email:Kintay-johnson@redwoods.edu |

Course Description (catalog description as described in course outline):

There is a real need to teach conflict management skills for success in college, the workplace, and life. Students and employees experience and deal with a variety of conflicts. Teaching conflict management skills is an effective practice for increasing the productivity of individuals and organizations, and the efficient use of resources. Conflicts handled poorly can result in personal attacks and avoidance of work. However, there can also be positive outcomes from conflict, and we need to teach individuals how to recognize these opportunities for growth.

Student Learning Outcomes (as described in course outline):

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.

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 "F" 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.

***The schedule and procedures in this course are subject to change based on extenuating circumstances or at the instructor's discretion to enhance the learning environment.**

"A good head and good heart are always a formidable combination. But when you add to that a literate tongue or pen, then you have something very special."— Nelson Mandela

Participation: To be successful, you must participate. To participate, you must **a)** show up and **b)** speak up. **Showing up** means being prepared and present for the whole class from beginning to end. **Speaking up** means **a)** contributing to class discussions, **b)** engaging in class activities, **c)** completing assignments, and **d)** meeting deadlines.

Attendance: Although this course is non-credit, attendance will be taken at every class.

Course Materials: All course materials are provided by the instructor and include self-generated targeted curriculum and texts by the following publishers.

CONFLICT MANAGEMENT

Fall 2015 class meets **SAT/SUN/TUES/ 6:30PM-9:30PM**, at the **HUMBOLDT COUNTY CORRECTIONAL FACILITY**, Eureka, CA

Teacher: Kintay Johnson, **Contact** me by phone at (707) 476-4560, or email me: Kintay-Johnson@redwoods.edu

Course Text/Materials: Teacher generated materials.

Grading: Certificates of Completion will be awarded as students successfully complete prescribed hourly requirement for a semester.

This is a non-credit course. Assignments will be graded accordingly; a grade of “satisfactory” will be awarded for participation.

Class Schedule:

Week:

1. Introductions
2. The importance of effective conflict management in providing excellent customer service.
3. Negative conflict styles (e.g. firecracker, cold shoulder, back-stabbing, memory lane, social zinger, trivia fights, having the last word).
4. Reasons for conflict in the workplace (e.g. change in the workplace, high-stress workplace, unclear lines of responsibility, lack of communication, diversity in the workplace, irate customers).
5. Conflict handling modes (e.g. competing, avoiding, compromising, accommodating, and collaborating).
6. Use of positive language to voice concerns (what it sounds like, what words to use).
7. Strategies for dealing with difficult customers (let the customer vent, avoid getting trapped in a negative filter, express empathy, begin active problem-solving and agree on the solution, follow-up).

*Because this is a self-paced course, students may begin the course work independently of other students' progress.