

Syllabus for [CONFLICT MANAGEMENT] – HCCF

Semester & Year	SPRING 2017	
Course ID and Section #	WORK 224(E2391) No Pre/Coreq Needed	
Instructor's Name	Kintay Johnson, M.ED	
Day/Time	MON/WED/FRI 6:30-9:30PM, 2/27/17-3/3/17	
Location	Humboldt County Correctional Facility, Eureka, CA	
Number of Credits/Units	This is a NON-CREDIT course	
Contact Information	<i>Office location</i>	FM200CR
	<i>Office hours</i>	by Appointment
	<i>Phone number</i>	(707)-476-4560
	<i>Email address</i>	Kintay-johnson@redwoods.edu
Textbook Information	<i>Title & Edition</i>	On Course: Strategies for Creating Success in College and in Life, 7th edition, (2011). Boston, MA: Wadsworth., and handouts as needed will be provided.
	<i>Author</i>	Skip Downing
	<i>ISBN</i>	
Course Description		
<p>An introduction to conflict management, including strategies for dealing with difficult people and interpersonal discord.</p>		
Student Learning Outcomes		
<ol style="list-style-type: none"> 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		
<p>College of the Redwoods complies with the Americans with Disabilities Act in making reasonable accommodations for qualified students with disabilities. Please present your written accommodation request at least one week before the first test so that necessary arrangements can be made. No last-minute arrangements or post-test adjustments will 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. Students may make requests for alternative media by contacting DSPS at 707-476-4280.</p>		
Academic Support		
<p>Academic support is available at Counseling and Advising and includes academic advising and educational planning, Academic Support Center for tutoring and proctored tests, and Extended Opportunity Programs & Services, for eligible students, with advising, assistance, tutoring, and more.</p>		
Academic Honesty		

In the academic community, the high value placed on truth implies a corresponding intolerance of scholastic dishonesty. In cases involving academic dishonesty, determination of the grade and of the student's status in the course is left primarily to the discretion of the faculty member. In such cases, where the instructor determines that a student has demonstrated academic dishonesty, the student may receive a failing grade for the assignment and/or exam and may be reported to the Chief Student Services Officer or designee. The Student Code of Conduct (AP 5500) is available on the College of

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the Redwoods website at:

[www.redwoods.edu/district/board/new/chapter5/documents/AP5500StudentConductCodeandDisciplinaryProcedu resrev1.pdf](http://www.redwoods.edu/district/board/new/chapter5/documents/AP5500StudentConductCodeandDisciplinaryProcedu%20resrev1.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 website.

Disruptive Classroom Behavior

Student behavior or speech that disrupts the instructional setting will not be tolerated. Disruptive conduct may include, but is not limited to: unwarranted interruptions; failure to adhere to instructor's directions; vulgar or obscene language; slurs or other forms of intimidation; and physically or verbally abusive behavior. In such cases where the instructor determines that a student has disrupted the educational process a disruptive student may be temporarily removed from class. In addition, he or she may be reported to the Chief Student Services Officer or designee. The Student Code of Conduct (AP 5500) is available on the College of the Redwoods website at:

[www.redwoods.edu/district/board/new/chapter5/documents/AP5500StudentConductCodeandDisciplinaryProcedu resrev1.pdf](http://www.redwoods.edu/district/board/new/chapter5/documents/AP5500StudentConductCodeandDisciplinaryProcedu%20resrev1.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 website.

Emergency Procedures for Humboldt County Correctional Facility

Roving Officers will escort all visitors out of the building, using the appropriate evacuation routes. The Roving Officers will verify the visitor's identification prior to letting them out of the facility. The inmates are returned to their appropriate housing unit and then relocated by correctional staff if the need is determined by the incident commander.

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.

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

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Class Schedule:

DAY 1: Introductions, Establish student goals, Prescribed instructional plan, Independent and Teacher-led work

DAY 2: 1. The importance of effective conflict management in providing excellent customer service. 2. Negative conflict styles (e.g. firecracker, cold shoulder, back-stabbing, memory lane, social zinger, trivia fights, having the last word). 3. 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).

DAY 3: 4. Conflict handling modes (e.g. competing, avoiding, compromising, accommodating, and collaborating). 5. Use of positive language to voice concerns (what it sounds like, what words to use). 6. 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.