

Syllabus for Work 224 E5354: Conflict Management
California Conservation Corp

Semester & Year	Spring 2018	
Course ID and Section #	Work 224 E 5354	
Instructor's Name	Rob Ridenhour	
Day/Time	TTH 6:30PM – 8:30PM,	
Location	California Conservation Corp	
Number of Credits/Units	Noncredit	
Contact Information	<i>Office location</i>	Classroom B Eureka Downtown
	<i>Office hours</i>	By appointment
	<i>Phone number</i>	707-834-3319
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Textbook Information	<i>Title & Edition</i>	N/A
	<i>Author</i>	N/A
	<i>ISBN</i>	N/A

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

A course designed for students with developmental or learning disabilities. Students will learn skills necessary for computer use.

Student Learning Outcomes

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 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.

Academic Support

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.

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

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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/AP5500StudentConductCodeandDisciplinaryProceduresrev1.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/AP5500StudentConductCodeandDisciplinaryProceduresrev1.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 the Eureka Downtown campus:

Please review the campus evacuation sites, including the closest site to this classroom (posted by the exit of each room).

- Be aware of all marked exits from your area in this building.
- Once outside, move to the nearest evacuation point outside this 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.

RAVE – College of the Redwoods has implemented an emergency alert system on the main campus. In the event of an emergency on campus you can receive an alert through your personal email and/or phones at your home, office, and cell. 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.” Please contact Public Safety at 707-476-4112 or security@redwoods.edu if you have any questions.

In the event of an emergency call 911.

(CR's main campus lower parking lot and Tompkins Hill Rd are within the Tsunami Zone.)

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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.

WORK 224 CLASS SYLLABUS:
SECTION # E 5354

Welcome Students to Work 224 E5354 -2018S Workplace Communications. We will be discussing what conflict is, various forms of conflict, what causes conflict, and strategies for resolving interpersonal conflict.

Learning Outcomes

In this course students will be able to describe what conflicts are, the various forms conflict might appear, what causes conflict, how to avoid conflict, and resolve conflict if it does occur.

Course Calendar

Date	TOPIC	
02/01/2018	What is the meaning of conflict?	In-Class Activities
02/06/2018	Compare and contrast the different conflict styles and be familiar with one's own style.	will include lectures, discussion, informal
02/08/2018	Name the causes of conflict in the workplace.	assessment, and hands
02/13/2018	Design strategies for resolving interpersonal conflict.	on lab activities.

Identifying Issues

Students will discuss what conflict is, and how it manifests itself in various forms. They will also work on ways to avoid conflict, and finally how to resolve these various forms of conflict if they do occur. The students will be given ample opportunity to exercise good speaking, listening, and body language skills to effectively communicate their thoughts, ideas on how to avoid and resolve conflict.

Activities

Students will participate in class discussions, paper assignments, structured game play, as well as role play activities. Students will participate in group and independent work.

Course Requirements (Grading)

This is a non-credit course. Students will be assessed through observation and completed work to ensure student progress.

Instructor reserves the right to add, delete, or change activities or assignments based on ongoing assessment, attendance, and student needs. Spring 2018