

## Syllabus for WORK 224 - Conflict Management HCCF

<b>Semester &amp; Year</b>	Spring 2018	
<b>Course ID and Section #</b>	WORK 224-E5380	
<b>Instructor's Name</b>	Debbie Skaggs	
<b>Day/Time</b>	T, TH, SAT 1-4 pm (February 22-27, 2018)	
<b>Location</b>	Eureka HCCF	
<b>Number of Credits/Units</b>	Non-credit class	
<b>Contact Information</b>	<i>Office location</i>	N/A
	<i>Office hours</i>	N/A
	<i>Phone number</i>	
	<i>Email address</i>	debbie-skaggs@redwoods.edu
<b>Textbook Information</b>	<i>Title &amp; Edition</i>	Teacher generated materials
	<i>Author</i>	
	<i>ISBN</i>	

### Course Description

An introduction to conflict management, including strategies for dealing with difficult people and interpersonal discord.

### 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 Services Officer or designee. The Student Code of Conduct (AP 5500) is available on the College of the Redwoods website at: <http://www.redwoods.edu/board/Board-Policies/Chapter-5-Student-Services>, and scroll to AP 5500. Additional information about the rights and responsibilities of

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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:

<http://www.redwoods.edu/board/Board-Policies/Chapter-5-Student-Services> and scroll to AP 5500.

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 campus:**

Please refer to the Emergency Procedures for the Humboldt County Correctional Facility.

*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.*

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: Attendance will be taken at every class.

Homework: One hour of homework outside of class is required to complete this class.

Non-Credit Grading: A grade of "satisfactory" will be awarded for participation.

Course Calendar:

Day 1: Topic Introduction

Day 2: Topic Continued

Day 3: Topic Conclusion

Prerequisites/Corequisites: None

Canvas Information: N/A