CR COLLEGE OF THE REDWOODS

Syllabus for WORK224 – Conflict Management

Course Information

Semester & Year: Fall 2019
Course ID & Section #: WORK224 – E9254
Instructor's name: Andrew Rix
Day/Time: TThS 1-4 p.m. 11/05 – 11/9/19
Location: Humboldt County Correctional Facility, 3rd Floor Classroom, Eureka, CA
Number of units: NA

Instructor Contact Information

Office location: TBD
Phone number: TBD
Email address: andrew-rix@redwoods.edu

Required Materials

Textbook Title: Instructor provided handouts
Edition: NA
Author: NA
ISBN: NA
Other requirements: materials, equipment or technology skills

Catalog Description

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

Course Student Learning Outcomes *(from course outline of record)*

1. Describe the meaning of conflict.   2. Compare and contrast the different 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.

Evaluation & Grading Policy

Homework assignments weekly for time credit

Prerequisites/co-requisites/ recommended preparation

NA

ONLINE REQUIREMENTS - The following are required <u>online</u> courses but are recommended for all (see * in contents).

Special accommodations statement

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.

Student feedback policy

Questions and answers will be provided during class time

NA

Student Accessibility Statement and Academic Support Information

These standards are required by federal regulation. Students will have access to this course that complies with the Americans with Disabilities Act of 1990 (ADA), Section 508 of the Rehabilitation Act of 1973, and College of the Redwoods policies. Course materials will include a text equivalent for all non-text elements; videos will include closed captioning, images will include alt-tags, hyperlinks will use descriptive/meaningful phrases instead of URLs and audio files will include transcripts. All text will be formatted for use with screen readers and all course materials will be understandable without the use of color.

Students who discover access issues with this class should contact the instructor.

Disruptive 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, the student 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. 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.

Course Calendar

Day 1: Introductions; establish learning goals; define and analyze the meaning of conflict and the causes of conflict in the workplace and other areas of life; compare and contrast different conflict styles; do case studies and other practice exercises related to the day's topic.

Day 2: Students self-reflect on their own conflict style and its effects on their academic, professional, and personal success; analyze and evaluate formal strategies for resolving interpersonal conflict; analyze and evaluate language for dealing with difficult people; do case studies and other practice exercises related to the day's topics.

Day 3: Case studies and other practice activities related to the class topic; class review and wrap-up; summative assessment, including design strategies for resolving interpersonal conflict.