

## Course Information

Semester & Year: Spring 2020

Course ID & Section: WORK 224 Section # E0861

Instructor's name: Amy Berkowitz

Day/Time Wednesday, Thursday, Monday April 1-6 9:00AM-Noon

Location Jefferson Community Center, 1000 B Street, Room B, Eureka

Number of units: none

## Instructor Contact Information

Office location By appointment

Office hours: By appointment

Phone number: N/A

Email address: [amy-berkowitz@redwoods.edu](mailto:amy-berkowitz@redwoods.edu)

## Required Materials-None

### 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 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.

### Evaluation & Grading Policy

Students will be deemed to be making satisfactory progress by showing up and participating.

### Prerequisites/co-requisites/ recommended preparation

None

### 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 accommodations, please see me or contact [Disability Services and Programs for Students](#). Students may make requests for alternative media by contacting DSPS based on their campus location:

- Eureka: 707-476-4280, student services building, 1<sup>st</sup> floor
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### Student Feedback Policy

Students will receive oral and/or written feedback on in class activities during the class and those activities.

### Student Accessibility Statement

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.

## Behavior

I have one classroom rule: we shall treat one another with respect. Students acting in a way in contrast to this rule will receive one verbal warning. If students are disruptive or act in a way that is disrespectful to another person, they may be asked to leave the class.

## Calendar

Wednesday, April 1

- Registration
- Introduction to Course & Objectives
- Conflict Definition
- Conflict in the workplace
- Conflict & Feelings
- Types of Conflict
- The Positive Side to Conflict

Thursday, April 2

- Review
- Negative Styles of Conflict
- Relating to Others
- Communication
- Active Listening
  - Repeat
  - Show Empathy
  - Then Solve the Problem

Monday, April 6

- Causes of Conflict in the Workplace
- Modes of Conflict Handling
- Collaboration—Win-Win
- Anger as a Secondary Emotion
- Apologies & Follow up