

## Course Information

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| Semester & Year: Summer 2019   |
| Course ID & Section #: Work 224 E 8918 <b>Conflict Management</b>          |
| Instructor's name: Rob Ridenhour   |
| Day/Time: Monday – Thursday; 6/24/2019 – 6/27/2019; 12:45 P.M. – 3:00 P.M. |
| Location: 333 6 <sup>th</sup> Street, Eureka CA 95501                      |
| Number of units: 0.0   |

## Rob Ridenhour

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|---|
| Office location: None   |
| Office hours: Arrangements can be made by contacting the Instructor |
| Phone number: (707) 834 -3319                                       |
| Email address: rob-ridenhour@redwoods.edu                           |

## Required Materials

|   |
|---|
| Textbook Title: None  |
| Edition: N.A.   |
| Author: N.A.  |
| ISBN: N.A.  |
| All educational material will be provided by the instructor |

## Course Description

A study of the key elements of communication within business organizations. Topics will include verbal and non-verbal communication, listening skills, and specific workplace communication skills, including telephone and e-mail communication.

## Course 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.

## Evaluation and Grading

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

## Prerequisites/co-requisites/ recommended preparation

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|------|
| None |
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## 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

All course work can be discussed at any time during class or at (707) 834-3319 outside of class times

## Proctored Exams

There will be no formal exams in this class

## Student Accessibility Statement and Academic Support Information

### Special accommodations statement

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- Eureka: 707-476-4280, student services building, 1<sup>st</sup> floor
- Del Norte: 707-465-2324, main building near library
- Klamath Trinity: 530-625-4821 Ext 23

### Student Support Services

The following online resources are available to support your success as a student:

- [CR-Online](#) (Comprehensive information for online students)
- [Library Articles & Databases](#)
- [Canvas help and tutorials](#)
- [Online Student Handbook](#)

[Counseling and Advising](#) offers academic support and includes academic advising and educational planning

Learning Resource Center includes the following resources for students

- [Academic Support Center](#) for instructional support, tutoring, learning resources, and proctored exams.
- [Library Services](#) to promote information literacy and provide organized information resources.
- Multicultural & Diversity Center [waiting for hyperlink and Mission]
- Math Lab & Drop-in Writing Center

Special programs are also available for eligible students include

- [Extended Opportunity Programs & Services \(EOPS\)](#) provides financial assistance, support and encouragement for eligible income disadvantaged students at all CR locations.

- The TRiO Student Success Program provides eligible students with a variety of services including trips to 4-year universities, career assessments, and peer mentoring. Students can apply for the program in [Eureka](#) or in [Del Norte](#)
- The [Veteran’s Resource Center](#) supports and facilitates academic success for Active Duty Military, Veterans and Dependents attending CR through relational advising, mentorship, transitional assistance, and coordination of military and Veteran-specific resources.
- Klamath-Trinity students can contact the CR KT Office for specific information about student support services at 530-625-4821
- The [Honors Program](#) helps students succeed in transferring to a competitive four-year school.

## Academic dishonesty

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. 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](http://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 classroom evacuation site of this classroom (posted by the exit).

- Be aware of the marked exit from this classroom where we meet.
- Once outside, move to the evacuation point in the College of the Redwoods parking lot across from Fire Department:
- Keep streets and walkways clear for emergency vehicles and personnel.
- Do not leave the classroom, unless it has been deemed safe by the campus Authorities, 707-476-4112.

**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](mailto:security@redwoods.edu) if you have any questions.

# **\*In the event of an emergency call 911.\***

## **WORK 220 CLASS SYLLABUS:**

### **SECTION # E 8918**

Welcome Students to Work 224 E 8918 Summer Work skills class where the students will learn all of the skills needed to prevent, avoid, and deal with conflict.

### **Learning Outcomes**

In this course students will learn what causes conflict, the different styles of conflict and how they clash, and how to recognize the beginnings of conflict. They will also learn how to develop strategies to prevent disagreements from becoming conflicts, and how to disarm conflicts once they begin.

### **Course Calendar**

| <b>DATE</b>       | <b>TOPIC</b>   |   |
|-------------------|--|---|
| <b>06/17/2019</b> | <b>What is conflict? Can disagreements be handled in a different way?</b>                            | Class Activities will include lectures, discussion, informal            |
| <b>06/18/2019</b> | <b>Comparing different conflict styles how they may clash, and be familiar with one's own style.</b> | assessment, various social and educational activities in the classroom. |
| <b>06/19/2019</b> | <b>Exploring the causes of conflict in the workplace</b>   |   |
| <b>06/20/2019</b> | <b>Learning to design strategies for preventing and resolving interpersonal conflict.</b>            |   |

### **Identifying Issues**

Students will plan and partake in various activities that will simulate various forms of communication to prevent conflict. They will learn the different aspects of how to use communication as a tool to prevent, avoid, and stop conflict in the future.

### **Activities**

Students will watch videos, participate in activities, discussions, and simulations of workplace conflicts.

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

**Summer 2019**