

## Syllabus for WORK 224 – Conflict Management

### Course Information

Semester & Year: Spring 2022

Course ID & Section #: WORK 224, E3175

Instructor's name: Aaron Reiher

Location: HCCF, Eureka

Number of units: 0 (This is a non-credit course)

### Instructor Contact Information

Phone number: 707-476-4500

Email address: aaron-reiher@redwoods.edu

### Catalog Description

An introduction to conflict management in the workplace, including strategies for dealing with difficult people and interpersonal discord. Students will learn to differentiate between healthy and unhealthy ways of addressing conflict. Students will be introduced to various conflict handling modes. Students will explore the role of anger in conflicts and how it can be effectively managed.

### Course Student Learning Outcomes

1. Demonstrate knowledge of college services and programs.
2. Identify next steps for attaining educational goals.

### Prerequisites/co-requisites/ recommended preparation

None

### Evaluation & Grading Policy

Students do not receive letter grades in non-credit courses. Any student who participates in the course will receive a grade of "satisfactory."

### Accessibility

College of the Redwoods is committed to making reasonable accommodations for qualified students with disabilities. If you have a disability or believe you might benefit from disability-related services and accommodations, please contact your instructor or [Disability Services and Programs for Students](#) (DSPS). 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
- Del Norte: 707-465-2324, main building near library
- Klamath-Trinity: 530-625-4821 Ext 103

If you are taking online classes DSPS will email approved accommodations for distance education classes to your instructor. In the case of face-to-face instruction, please present your written accommodation request to your instructor at least one week before the needed accommodation so that necessary arrangements can be made. Last minute arrangements or post-test adjustments usually cannot be accommodated.

### Student feedback policy

For coursework that is submitted on-time, the instructor will provide feedback within two weeks of the assignment due date through a correspondence feedback form.

## **Class participation and Attendance policy**

**Participation:** Participation is the key to success in this course. Participation means completing assigned reading and weekly homework assignments.

**Attendance:** Attendance will be based on the completed work you turn in each week. If you adequately completed the written assignments for the week you will receive attendance credit for the week. If you copy another students' answers, neither of you will get credit.

## **Class Schedule**

This course runs from March 21 to May 13, 2022

This is a correspondence course, which means you can complete the coursework at whatever time is most convenient for you during the week. Consider developing a routine of specific days/times each week when you do your coursework.

Expect that you will spend about **2 hours** each week on this class.

You will receive a weekly course packet at the beginning of each week, and the course packet must be turned in by Sunday of each week. You may not get credit for coursework turned-in late.

## **Class Content**

We will cover the following course outcomes and concepts:

### **Course Objectives:**

1. Define 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.

### **CONCEPTS**

1. Effective conflict management is essential to providing excellent customer service.
2. Many people use destructive forms of conflict resolution.
3. Reasons for conflict in the workplace (e.g. change in the workplace, high-stress workplace, unclear lines of responsibility, lack of communication, diversity in the workplace, irate customers).
4. Conflict handling modes (e.g. competing, avoiding, compromising, accommodating, and collaborating).
5. Use of positive language to voice concerns (what it sounds like, what words to use).
6. Strategies for dealing with difficult customers (let the customer vent, avoid getting trapped in a negative filter, express empathy, begin active problem-solving and agree on the solution, follow-up)
7. Conflict is normal.

### **THEMES & ISSUES**

1. There are different styles and kinds of conflict.
2. There are different ways to successfully manage conflict.
3. The relationship between conflict styles and successfully managing conflicts.
4. Learning to identify and manage conflicts.
5. Exploring or reflecting on areas of personal or interpersonal conflict.

### **SKILLS**

1. Read and understand texts focused on conflict management.
2. Articulate how to address conflict in healthy ways.
3. Recognize underlying causes of conflict.
4. Apply appropriate conflict management strategies to hypothetical conflict situations.
5. Apply anger management techniques in hypothetical conflict situations.