

Course Information

Semester & Year: SPRING 2022
Course ID & Section #: WORK 224 V3178
Instructor's name: Wendy Butler
Days-Times: Jan. 18-Feb. 3, Tuesdays and Thursdays, 6:30-8:30 p.m. This course will be taught on Zoom.
Number of units: 0.0 This is a noncredit course.

Instructor Contact Information

CR Adult & Community Education office: (707) 476-4500
Instructor email address: Wendy-Butler@Redwoods.edu
Instructor phone: 707-502-9711

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 (*from course outline of record*)

1. Define conflict.
2. Compare and contrast 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.

Prerequisites

None

Accessibility

Students will have access to online course materials that comply with the Americans with Disabilities Act of 1990 (ADA), Section 508 of the Rehabilitation Act of 1973, and College of the Redwoods policies. Students who discover access issues with this class should contact the instructor.

College of the Redwoods is also 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, 1st floor
- Del Norte: 707-465-2324, main building near library
- Klamath-Trinity: 530-625-4821 Ext 103

Evaluation & Grading Policy

WORK 224 is a free, noncredit course designed to promote active reflection and discussion about the various ways conflict manifests itself in the workplace as well as provide strategies to effectively minimize conflict and, further, facilitate dialogue, understanding and productivity. This course will additionally help you learn and develop reading, writing and critical thinking skills that are needed for the college's credit sequence, other courses of study at CR and, in general, for your life. This course will not include exams; therefore, proctoring will not be part of this course. WORK 224 does not include official letter grades. With all noncredit courses you will receive a satisfactory or "S" if you attend and actively participate in our Zoom sessions each Tuesday and Thursday, 6:30-8:30 p.m. Since this course relies on active participation, you are expected to follow instructions and listen carefully before speaking and be respectful of your instructor and your classmates.

Class Materials

An email account, a computer with Internet access and audio/video capability, and also a notebook/binder and pen/pencil.

Necessary Computer Skills

You should be able to use your **CR email, Canvas** and **Web Advisor**. You should know how to open and download **PDF** and **Microsoft Word (docx)** files. You are responsible to meet the technological demands of this course.

Canvas: CR provides tutorials to help you better understand and navigate Canvas.

<https://www.redwoods.edu/online/NewHome/Canvas-Resources-Home>

Zoom: I will provide you with instructions about how to join all of our class sessions on Zoom. Additionally, I will be available to answer your questions about Zoom during and outside of our Zoom sessions.

Class Routine

I will provide all class readings and worksheets on Canvas for you to download and print for your use ahead of our regular class Zoom sessions so that you will be prepared. These Zoom sessions will include the readings as well as topical videos, group activities and individual written assignments. You will be given Zoom class time to complete the group work and the written assignments which will enhance our class discussions.

Student Feedback Policy

WORK 224 includes regular instructor-student communication. I will provide prompt feedback on all assignments. Student and class inquiry and discussion will be integrated throughout the course. I am available through email and phone for your questions and to provide you with additional instruction for and clarification of assignments.