

CATALOG INFORMATION

Dept and Nbr: BOT 154.10 Title: CONFLICT MANAGEMENT
Full Title: Conflict Management for Office Workers
Last Reviewed: 9/19/2011

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	0.50	Lecture Scheduled	2.00	4	Lecture Scheduled	8.00
Minimum	0.50	Lab Scheduled	0	4	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	2.00		Contact Total	8.00
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 16.00

Total Student Learning Hours: 24.00

Title 5 Category: AA Degree Applicable
Grading: Grade or P/NP
Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP
Also Listed As:
Formerly:

Catalog Description:
This course is designed to introduce the participant to the meaning of conflict, the causes of conflict, and strategies for resolving interpersonal conflict in the office environment. Emphasis will be placed on the how to recognize conflict handling modes, how to deal with difficult people, and how to bring out the best in others. bring out the best in others.

Prerequisites/Corequisites:

Recommended Preparation:

Limits on Enrollment:

Schedule of Classes Information:
Description: This course is designed to introduce the participant to the meaning of conflict, the causes of conflict, and strategies for resolving interpersonal conflict. Emphasis will be placed on how to recognize conflict handling modes, how to deal with difficult people, and how to bring out the best in others. (Grade or P/NP)
Prerequisites/Corequisites:

Recommended:

Limits on Enrollment:

Transfer Credit:

Repeatability: Two Repeats if Grade was D, F, NC, or NP

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

AS Degree:	Area	Effective:	Inactive:
CSU GE:	Transfer Area	Effective:	Inactive:

IGETC:	Transfer Area	Effective:	Inactive:
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CSU Transfer:	Effective:	Inactive:
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UC Transfer:	Effective:	Inactive:
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CID:

Certificate/Major Applicable:

Certificate Applicable Course

COURSE CONTENT

Outcomes and Objectives:

Upon completion of this course, students will be able to:

1. Define types of conflict.
2. Recognize five conflict-handling modes.
3. Follow a model for effectively working with difficult people.
4. Use techniques to bring out the best in others.
5. Apply tools to deal with conflict.
6. Work through conflict scenarios in a group setting.

Topics and Scope:

1. What is conflict?
2. Five conflict-handling modes.
 - a. Competing
 - b. Avoiding
 - c. Compromising
 - d. Accommodating
 - e. Collaborating
3. How to deal with difficult people.
4. Building better relationships.
5. How to bring out the best in others.
6. Tools to help us deal with conflict.
7. Appreciating differences.
8. Conflict resolution models.

Assignment:

Two or three written assignments and critiques of case studies or

scenarios.
Team role plays or projects.
Multiple choice or short answer quizzes.
Participation in class discussion.

Methods of Evaluation/Basis of Grade:

Writing: Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Written homework

Writing
10 - 40%

Problem Solving: Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Case studies

Problem solving
10 - 25%

Skill Demonstrations: All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

None

Skill Demonstrations
0 - 0%

Exams: All forms of formal testing, other than skill performance exams.

Multiple choice, True/false, Matching items

Exams
20 - 50%

Other: Includes any assessment tools that do not logically fit into the above categories.

Attendance and participation

Other Category
15 - 20%

Representative Textbooks and Materials:

Instructor prepared materials.