

CATALOG INFORMATION

Dept and Nbr: BMG 67.2      Title: CONFLICT MANAGEMENT  
Full Title: Conflict Management  
Last Reviewed: 4/14/2003

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	1.00	Lecture Scheduled	1.00	17.5	Lecture Scheduled	17.50
Minimum	1.00	Lab Scheduled	0	2	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	1.00		Contact Total	17.50
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 35.00

Total Student Learning Hours: 52.50

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:**  
Develops knowledge and skills in diagnosing, preventing, and identifying causes of conflict.  
Provides the strategy options, techniques, and environmental considerations for dealing with and evaluating a diagnosed conflict.

**Prerequisites/Corequisites:**

**Recommended Preparation:**  
Eligibility for ENGL 100 or ESL 100

**Limits on Enrollment:**

**Schedule of Classes Information:**  
Description: Develops knowledge and skills in diagnosing, preventing, and identifying causes of conflict. Provides the strategy options, techniques, and environmental considerations for dealing with and evaluating a diagnosed conflict. (Grade or P/NP)  
Prerequisites/Corequisites:  
Recommended: Eligibility for ENGL 100 or ESL 100  
Limits on Enrollment:

Transfer Credit: CSU;  
Repeatability: Two Repeats if Grade was D, F, NC, or NP

## **ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:**

<b>AS Degree:</b>	<b>Area</b>			Effective:	Inactive:
<b>CSU GE:</b>	<b>Transfer Area</b>			Effective:	Inactive:
<b>IGETC:</b>	<b>Transfer Area</b>			Effective:	Inactive:
<b>CSU Transfer:</b>	Transferable	Effective:	Fall 1998	Inactive:	Fall 2012
<b>UC Transfer:</b>		Effective:		Inactive:	

### **CID:**

**Certificate/Major Applicable:**  
Certificate Applicable Course

## **COURSE CONTENT**

### **Outcomes and Objectives:**

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

1. Formulate a description of a conflict in a cultural and historical context.
2. Uncover the contributing causes of a conflict and examine possible preventions.
3. Differentiate between positions, issues, and interests of disputants and stakeholders.
4. Decide on a strategy, develop a congruent action plan, and evaluate environmental needs.
5. Negotiate and summarize key points, then construct a settlement agreement.
6. Evaluate the results of a resolution based on four satisfaction-level scales.

### **Topics and Scope:**

1. Definition and levels of conflict.
2. Conflict in cultural and historical context.
3. Emotions and conflict.
4. The contributing causes of conflict.
5. Possible preventions of conflict.
6. Positions, issues, and interests of disputants and stakeholders.
7. Overall and contingency strategies.
8. A congruent action plan.
9. Environmental factors.
10. The settlement agreement.
11. Theories of four satisfaction scales for evaluating a settlement agreement.

## Assignment:

1. In-class written assignments.
2. Homework.
3. Group activities.
4. Role-playing.
5. Workbook exercises.
6. Case studies.
7. Skill demonstrations.
8. Participation in classroom activities.
9. Examination(s).

## 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, In-class written assignments, short essay question

Writing  
25 - 35%

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

Group activities, workbook exercises, case studies

Problem solving  
20 - 25%

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

Role-playing, skill demonstrations

Skill Demonstrations  
20 - 40%

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

Multiple choice, True/false, Short essays

Exams  
1 - 20%

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

Participation in classroom activities

Other Category  
10 - 30%

## Representative Textbooks and Materials:

Instructor-prepared materials.

Yankelovitch, MAGIC OF DIALOGUE: TRANSFORMING CONFLICT INTO COOPERATION, Simon & Schuster, 1999 (classic in field).