BOT 154.10 Course Outline as of Spring 2012

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	0.50	17.5	Lecture Scheduled		8.75
Minimum	0.50		Lab Scheduled	0	4	Lab Scheduled		0
			Contact DHR	0		Contact DHR		0
			Contact Total	0.50		Contact Total		8.75
			Non-contact DHR	0		Non-contact DHR		0

Total Out of Class Hours: 17.50   Total Student Learning Hours: 26.25

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 how to recognize conflict handling modes, how to deal with difficult people, and how to 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 in the office environment. 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:

CSU Transfer:	Effective:	Inactive:
UC Transfer:	Effective:	Inactive:

CID:

Certificate/Major Applicable:
Not Certificate/Major Applicable

COURSE CONTENT

Outcomes and Objectives:
Upon completion of this course, students will be able to:
1. Analyze 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. 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:

1. Two or three written assignments and critiques of case studies or scenarios

2. Team role plays or projects
3. Multiple choice or short answer quizzes
4. 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, case studies

Writing 10 - 40%

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

None

Problem solving 0 - 0%

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

Team role plays

Skill Demonstrations 10 - 25%

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

Tests to include 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