



COURSE OUTLINE
Palo Verde College
One College Drive, Blythe, CA 92225
(760) 921-5500

Course Control Number: CCC000406764

Latest Revision: 12/8/09

Board Approval: 1/26/10

1. Course Information. Course Initiator: Doretha Jones

Subject Area and Course Number: ABE 015		Course Title: Conflict Management®			
New Course <input type="checkbox"/> Revised <input type="checkbox"/> Updated <input checked="" type="checkbox"/>		Static ID C01503A	TOP Code 050630	Credit Status Request N=Noncredit	
Classification Code L=Not Applicable		SAM Code C=Clearly occupational			
Noncredit category I=Short-term vocational		Meets a unique need: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Course duplicated: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Demand/Enrollment Potential: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Transfer request C=Non-transferable		Articulation request: UC <input type="checkbox"/> CSU <input type="checkbox"/> CSU-GE <input type="checkbox"/> IGETC <input type="checkbox"/> CAN <input type="checkbox"/>			
Basic Skills N=Not a Basic Skills Course		Funding Agency Y=Not Applicable		Course Program Status 2=Stand-alone	
Co-Op Status N=Not Part of a Co-Op Program		Special Class Status N=Course is Not a Special Class			

2. Some or all aspects of this course may be delivered in a Distance Education mode: Yes No
If checked yes, all questions pertaining to Distance Education must be answered.
3. This course has laboratory or clinic/field hours: Yes No
If checked yes, this outline must include a list of laboratory or clinic/field activities or topics.
4. This course has prerequisites, co-requisites, or advisories: Yes No
If checked yes, please complete a [Prerequisite Justification Form](#) .
5. Curriculum Committee Approval Date: 12/17/09
6. After Curriculum Committee approval, the following is to be completed by the Office of Instruction:

TRANSFER APPROVAL STATUS	ARTICULATION APPROVAL STATUS					
	Approval Pending	Not Requested	Date of Submission	Approval Pending	Approval Denied	Date Approved
UC	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	
CSU	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	
CSU-GE	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	
IGETC	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	
CAN	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	

CATALOG DESCRIPTION:

This course is designed to introduce the student to the meaning of conflict and the causes of conflict between individuals and groups within an organization. Emphasis will be placed on conflict modes, how to deal with difficult people, and how to bring out the best in others.

UNITS:

FACE TO FACE: **Hours Per Week:** Lecture: 8 **Laboratory:** **Clinic/Field:**

DISTANCE EDUCATION:

ENTRY LEVEL SKILLS, PRE-REQUISITES, CO-REQUISITES AND ADVISORIES:

None

OBJECTIVES and LEARNING OUTCOMES:

Upon successful completion of the course the student will be able to:

1. Describe the meaning of conflict.
 2. Compare and contrast the different conflict styles and be familiar with his/her own style.
 3. Recognize the causes of conflict.
 4. Design strategies for resolving interpersonal conflict.
 5. Use various techniques for resolving conflict.
 6. Solve conflict with others.
 7. Evaluate how to handle conflict at his/her workplace.
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COURSE OUTLINE AND SCOPE:**1. Outline of Topics or Content:**

1. What is Conflict?
2. What is your conflict style?
3. Causes of Conflict
4. Skills for resolving interpersonal conflict
 - a. Listening Skills
 - b. Empathy
 - c. Personal application
5. Steps for conflict resolution
6. Bringing out the best in yourself and others
7. Conflict with customers
8. Applying conflict skills to your job

2. If a course contains laboratory or clinic/field hours, list activities or topics:**3. Examples of Reading Assignments:**

1. Textbook
2. Current articles in newspapers, magazines and business materials
3. Materials distributed in class

4. Examples of Writing Assignments:

Written case analysis

5. Appropriate Assignments to be completed outside of class:

1. Analyze case problems
2. Obtain articles from outside publications

6. Appropriate Assignments that demonstrate critical thinking:

1. Analyze case problems to determine facts, identify reasons, and apply the concepts learned in decision making.

7. Other Assignments:

8. Indicate any assignments that are unique to the Distance Education mode of delivery:

METHOD OF EVALUATION—FACE TO FACE:

1. Oral and/or written case analysis
2. Oral and/or written action plan
3. Class participation

METHOD OF EVALUATION—DISTANCE EDUCATION:

METHOD OF INSTRUCTION—FACE TO FACE:

1. Class discussion and participation
2. Case analysis
3. Lecture
4. Individual and group problem solving
5. Experimental learning activities

METHOD OF INSTRUCTION—DISTANCE EDUCATION:

REPRESENTATIVE TEXTBOOKS, AND OTHER READING AND STUDY MATERIALS:

This section shall include author(s), title, and current publication date of all representative materials.

Kindler, Managing Disagreement Constructively, Crisp Publishing Company
 Handouts by instructor.

SIGNATURES:

COURSE INITIATOR: _____ **DATE:** _____

LIBRARY: _____ **DATE:** _____

CHAIR OF CURRICULUM COMMITTEE: _____ **DATE:** _____

SUPERINTENDENT/PRESIDENT: _____ **DATE:** _____