

PALOMAR COLLEGE
COURSE OUTLINE OF RECORD FOR
NONCREDIT COURSE

(Use this form only for Noncredit courses)

COURSE NUMBER AND TITLE: CSA 45 – Conflict Management

MINIMUM NUMBER OF SEMESTER HOURS: 6.0

SCOPE OF COURSE:

Designed to provide students with an analysis of attitudes and behaviors which create conflict between individuals and groups within an organization. Topics include identifying and managing conflict, strategies for resolving conflicts, and tips for mediating workplace conflict.

SPECIFIC COURSE OBJECTIVES:

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

1. Identify the meaning of conflict.
2. Identify how people cope with conflict.
3. Identify forms of conflict.
4. Identify causes of conflict.
5. Develop strategies for resolving interpersonal conflict.
6. Evaluate and apply techniques for resolving conflict.
7. Evaluate and apply techniques for resolving conflict with his/her boss.

CONTENT IN TERMS OF SPECIFIC BODY OF KNOWLEDGE:

- I. Introduction
 - A. Identifying conflicts
 1. Personal
 2. Interpersonal
 - B. Forms of conflict
 - C. Coping with conflict
- II. Resolving Workplace Conflicts
 - A. Strategies
 - B. Methods
 - C. Eliminating conflict causes
 - D. Quantifying costs of conflict
- III. Mediating Conflict
 - A. Formal and informal methods
 - B. Professional interventions

MATERIALS REQUIRED: None.

TEXTS RECOMMENDED OR REQUIRED:

Folger, Joseph, Marshall Scott Poole, and Randall Stutman. Working Through Conflict: Strategies for Relationships, Groups, and Organizations. Reading, MA: Addison Wesley Longman, 2000.

INSTRUCTIONAL METHODOLOGY:

Check all that apply:

- lecture
- laboratory
- lecture-laboratory combination

DISTANCE LEARNING:

This course may be offered as a distance learning course and meets Title 5 regulations 55370, 55372, 55374, 55376, 55378, and 55380.

Yes No

If yes, check all that apply.

- Television Course (Video one-way, e.g. ITV, video cassette, etc.)
- Online Course (Text one-way, e.g. newspaper, correspondence, electronic file, etc.)
- Two-Way Video Conferencing (Two-way interactive video and audio)
- One-Way Video Conferencing (One-way interactive video and two-way interactive audio)
- Computer Assisted Instruction (A specialized form of mediated instruction relying primarily on student access to information and prepared lessons or teaching materials through a computer terminal, but not under immediate supervision of a qualified instructor.)

METHODS OF DETERMINING WHETHER THE STATED OBJECTIVES HAVE BEEN MET BY STUDENTS:

Class Participation.

CONTACT PERSON: Mollie Smith

SIGNATURES ON FILE
