# Clackamas Community College

## Online Course/Outline Submission System

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## Section #1 General Course Information

**Department:** Business & Computer Science: Business

**Submitter**

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**Course Prefix and Number:** SDP - 114

**# Credits:** 1

**Contact hours**

Lecture (# of hours): 11
Lec/lab (# of hours):
Lab (# of hours):
Total course hours:  11

For each credit, the student will be expected to spend, on average, 3 hours per week in combination of in-class and out-of-class activity.

**Course Title:** Conflict Resolution

**Course Description:**

Participants will examine and practice the leadership skills of trust and mutual respect necessary to shift conflict to collaboration for the benefit of individuals, teams, and organizations.

**Type of Course:** Career Technical Supplementary

**Can this course be repeated for credit in a degree?**

**No**

**What is the target audience/industry for this class?**

Business

**Are there prerequisites to this course?**

**No**

**Are there corequisites to this course?**

**No**

**Are there any requirements or recommendations for students taken this course?**

**No**

**Are there similar courses existing in other programs or disciplines at CCC?**

**No**

**Will this class use library resources?**

**Yes**

**Have you talked with a librarian regarding that impact?**

**No**

**Is there any other potential impact on another department?**

**No**

**Does this course belong on the Related Instruction list?**

**No**

**GRADING METHOD:**

A-F or Pass/No Pass

**Audit: Yes**

**When do you plan to offer this course?**

**✓ Not every term**

**Is this course equivalent to another?**

If yes, they must have the same description and outcomes.

**No**

**Will this course appear in the college catalog?**

**No**

**Will this course appear in the schedule?**

**No**

**Student Learning Outcomes:**

Upon successful completion of this course, students should be able to:

DDI: Building and Sustaining Trust
1. prepare effective communication strategies to accomplish win-win strategies in the workplace,
2. demonstrate effective listening skills,
DDI: Resolving Workplace Conflict
3. resolve situations involving conflict, undermining behaviors, and communication styles;
4. develop an action plan to resolve disputes wherein mutual involvement and respect are key ingredients,
5. demonstrate sound decision-making skills in the resolution of problems, including appropriate plans of action and feedback.

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*This course does not include assessable General Education outcomes.*

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**Major Topic Outline:**

1. Listening proactively.
2. Influences that contribute to conflict in today's workplace.
a. Behavior patterns that undermine the ability to address conflict constructively.
b. Productive methods of dealing with undermining behaviors.
c. Positions taken in a conflict and the underlying issues.
3. Identify behaviors that can build, sustain or create trust.
4. Understand your role in building trust.
5. Addressing conflict.
6. Help others take responsibility for behavior.
7. Promoting a culture of mutual respect.
8. How to foster open communications.

**Does the content of this class relate to job skills in any of the following areas:**

| | |
|---|---|
| 1. Increased energy efficiency | **No** |
| 2. Produce renewable energy | **No** |
| 3. Prevent environmental degradation | **No** |
| 4. Clean up natural environment | **No** |
| 5. Supports green services | **No** |

Percent of course: 0%

**First term to be offered:**

**Specify term**:  Spring 2015

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