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Semester effective: Fall 2017

Management (MGMT) 1530 Conflict Resolution (0.5 Unit) CSU  
[formerly Management 16]

Advisory: Eligibility for English 1000 and Reading 1005 strongly recommended

Total Hours: 8 hours lecture

Catalog Description: This course is designed to provide the student with an analysis of attitudes and behavior which create conflict between individuals and groups within an organization.

Type of Class/Course: Degree Credit

Text: Kindler, Herbert S. *Conflict Management: Resolving Disagreements in the Workplace*, 4<sup>th</sup> ed., Crisp, 2009

Course Objectives:

By the end of the course, a successful 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. demonstrate how to use various techniques for resolving conflict,
6. solve conflict with others,
7. evaluate how to handle conflict at his/her workplace,
8. analyze case problems to determine facts, identify reasons, and apply the concepts learned decision making, and
9. utilize problem solving techniques in dealing with supervisory situations.

### Course Scope and Content

#### Unit I Foundation of Conflict

- A. Foundation: Build Commitment
  1. Build Mutual Respect and Trust
  2. Listen
  3. Develop a Shared Vision

4. Seek Multiple Perspectives

- B. Explore
  - 1. Self-Assessment
  - 2. Nine Approaches to Manage Conflict

Unit II Addressing Conflict

- A. Plan: Gain Support
  - 1. Develop a Plan
  - 2. Analytical and Intuitive Thinking
  - 3. Determine Levels of Risk Tolerance
- B. Implement: Act
  - 1. Ethical Reasoning Ladder
  - 2. Model Ethical Behavior
- C. Follow Through: Stay Involved
  - 1. Test the Adequacy of Your Plan
    - a. Six Facets of Agreement
  - 2. Lessons Learned

Learning Activities Required Outside of Class:

The students in this class will spend a minimum of 1 hour per week outside regular class time doing the following:

- 1. Studying class notes
- 2. Answering questions
- 3. Completing required reading
- 4. Performing problem solving activities or exercises
- 5. Doing written work
- 6. Participating in group projects

Methods of Instruction:

- 1. Lectures
- 2. Demonstrations of sample problems on blackboard
- 3. Assigned problems from the text
- 4. Multimedia presentations
- 5. Group explorations
- 6. Case studies and scenarios

Methods of Evaluation:

- 1. Writing assignments, including:
  - a. written homework from chapters
  - b. group reports

- c. topic paper written under American Psychological Association (APA) style guide
  - d. chapter critical analysis reflections
  - e. case studies
  - f. scenarios
  - g. simulations
2. Problem-solving demonstrations, including:
- a. exams
  - b. homework problems
  - c. case study recommendations and solutions
3. Other summative examinations using combinations of:
- a. multiple choice questions
  - b. matching items
  - c. true/false questions
  - d. short answer questions
  - e. fill in the blank responses
4. Participation including:
- a. role-playing and group activities
  - b. oral presentations and demonstrations
  - c. discussion responses
  - d. scenario reflections
5. Projects including:
- a. multimedia presentations
  - b. business scenario responses
  - c. action plans
  - d. formal written reports
  - e. portfolios
  - f. community service projects
  - g. building new case studies

Supplemental Data:

|                     |   |
|---------------------|---|
| T.O.P. Code:        | 050630 Management Development and Supervision |
| SAM Priority Code:  | C: Clearly Occupational                       |
| Distance Education: | Online; Offline                               |
| Funding Agency:     | Y: Not Applicable                             |
| Program Status:     | 1: Program Applicable                         |

|                              |   |
|------------------------------|---|
| Noncredit Category:          | Y: Not Applicable   |
| Special Class Status:        | N: Course is not a special class                                  |
| Basic Skills Status:         | Not Applicable  |
| Prior to College Level:      | Y: Not Applicable   |
| Cooperative Work Experience: | N: is not part of a cooperative work experience education program |
| Eligible for Credit by Exam: | No  |
| Eligible for Pass/No Pass:   | Yes   |