COURSE NAME and ID Number
Resolving Conflict, ID# 414

DOMAIN
SOEE Directed Study Portfolio

COURSE STATEMENT
Develop the skills to identify, address, and resolve conflict in and out of the workplace.

COURSE DESCRIPTION
Conflict is something that occurs on a daily basis in both our personal lives and in our workplace. Identifying and managing that conflict can determine your level of success. In this course, you will explore the different types of conflict, identify your personal conflict style, and learn how to apply that style to situations both in and out of the workplace. You will also identify ways to resolve a conflict situation.

LEARNING OBJECTIVES
Upon successful mastery of this course, you will be able to:
- Define conflict and identify sources of conflict both in and outside of the workplace.
- Identify the two main dimensions of conflict behavior.
- Explain the five conflict handling modes.
- Identify conflict resolution strategies.
- Formulate the cost of conflict in the workplace.

DEMONSTRATING MASTERY: A TWO-STEP PROCESS

Step One: Learning and Understanding
This course is broken down into **Learning Objectives** and related **Topics**. For each objective, you will participate in Learning Activities designed to enhance and reinforce understanding. **Learning Activities** include Interactive Discussions, readings, video and audio clips, slide presentations, Discussion Board prompts, Learning Journal prompts, practice exercises, demonstrations, as well as links to web and library resources.

Course Structure

The table below details the Learning Objectives along with their corresponding Topics.

Module	Topics
Defining Conflict	● Conflict Management
Conflict Assessment	● Conflict Behaviors ● Your Conflict Handling Style
Examining the Five Conflict Handling Styles	● Competing Style ● Collaborating Style ● Compromising Style ● Avoiding Style ● Accommodating Style ● Five Conflict Handling Styles
Steps in Conflict Resolution	● Resolving Conflict
The Cost of Conflict	● Calculating the Cost of Conflict

Step Two: Final Assessment

Once you have successfully progressed through the Learning Activities, you are ready to demonstrate that you have mastered the course. In order to demonstrate mastery, you must be evaluated as proficient or exemplary on each rubric category for the corresponding performance-based assessment (paper, presentation, project, etc.). Please note that submissions may be checked for plagiarism.

STUDENT RESOURCES

Brandman Online Library Resources

Brandman University provides comprehensive online library services including access to books, journals, databases, and other resources. Librarians are available via email and phone to provide support. Students can access the library directly when logged into their courses.

Writing and Math Help
Brandman's Online Writing and Math Center (OWMC) offers subject-specific tutoring services, live workshops, video tutorials, tutorial office hours, and links to top academic sites in order to ensure student success. Students can access the OWMC directly when logged into their courses.

Netiquette
Communicating in an efficient and respectful manner is critical to the learning process. Please view the following clip which provides netiquette guidelines:

http://www.youtube.com/watch?feature=player_embedded&v=6dRoclqDJh0

Standards of Academic Integrity
Academic integrity is a core Brandman University value which insures respect for the academic reputation of the University, its students, faculty and staff, and the degrees it confers. Students are required to read, understand, and apply the standards set forth concerning academic integrity found in the policy link below.
http://www.brandman.edu/current-students/resources/catalogs

Americans with Disabilities Act Statement
Brandman University is committed to ensuring equal educational access and opportunity for all members of our academic community.   Students will be provided timely, efficient, and equitable accommodations and services that are in compliance with Section 504 of the Federal Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (ADA)/Americans with Disabilities Act Amendments Act of 2008 (ADAA). More details are available in the current Brandman University Academic Catalog.
http://www.brandman.edu/current-students/resources/catalogs