MINNESOTA WEST COMMUNITY & TECHNICAL COLLEGE
COURSE OUTLINE

Faculty are required to have the outline submitted to the Academic Affairs Office. The course outline is
the form used for approval of new courses by the Collegewide Curriculum Committee.

DEPT. SBM COURSE NO. 1310
NUMBER OF CREDITS: 1
COURSE TITLE CONFLICT RESOLUTION

CATALOG DESCRIPTION This course covers techniques for resolving conflict and
negotiating collaborative solutions in workplace settings. Conflict resolution and negotiation strategies
are essential for supervisors and other person in leadership positions. Emphasis will be placed on
selecting and applying conflict resolution and negotiation strategies that are appropriate for a given
situation. Students will learn to effectively confront conflict in its early stages and to negotiate solutions
beneficial to all persons involved.

AUDIENCE Business Owners, Employees, Entrepreneurs, Manager, Supervisors

FUFILLS MN TRANSFER CURRICULUM AREAS(S) (Leave blank if not applicable)
Area : by meeting the following competencies:
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PREREQUISITES OR NECESSARY ENTRY SKILLS/KNOWLEDGE: Student is a business
owner, employee or entrepreneur or by special permission of the instructor.

LENGTH OF COURSE: 16 WEEKS

THIS COURSE IS USUALLY OFFERED:
Every other year Fall Spring Summer Undetermined

Four goals are emphasized in course at Minnesota West Community & Technical College:

1) ACADEMIC CONTENT: Read manual.
2) THINKING SKILLS: Define startup group.
3) COMMUNICATIONS SKILLS: Describe system configuration.
4) HUMAN DIVERSITY:

TOPICS TO BE COVERED: The main focus of this course is for the student to learn the
basics of Windows and be able to apply these concepts to their business situation.

LIST OF EXPECTED COURSE OUTCOMES:
1. Identify conflict resolution strategies and their effects.
2. Identify the different types of disagreements.
3. Explain the four steps of conflict resolving.
4. Identify types of manipulation.
5. Identify how you deal with conflict.
6. Understand the difference between disagreement and conflict.
7. Develop strategies for high-stress times.
8. Understand the positive side of conflict.
9. Differentiate between assertive and aggressive behavior.
10. Understand and avoid the negative styles of conflict.
11. Understand and evaluate what happens when a conflict escalates.
12. Demonstrate negotiation, conflict resolution and interpersonal skills.
13. Develop long-range and short-range planning for conflict.
15. Learn to accept human differences as inevitable.

LEARNING/TEACHING TECHNIQUES used in the course are:

- Collaborative learning
- Student Presentation
- Creative Projects
- Lecture
- Demonstrations
- Lab
- Problem Solving
- Interactive Lectures
- Individual Coaching
- Films/Videos/Slides
- Other (describe below)

ASSIGNMENTS AND ASSESSMENTS FOR THIS CLASS INCLUDE:

- Reading
- Oral Presentations
- Textbook Problems
- Group Problems
- Other
- Tests
- Worksheets
- Papers
- Term Paper
- Individual Projects
- Collaborative Projects
- Portfolio

EXPECTED STUDENT LEARNING OUTCOMES:

See expected course outcomes.

The information in this course outline is subject to revision.

Veteran Services: Minnesota West is dedicated to assisting veterans and eligible family members in achieving their educational goals efficiently. Active duty and reserve/guard military members should advise their instructor of all regularly scheduled military appointments and duties that conflict with scheduled course requirements. Instructors will make every effort to work with the student to identify adjusted timelines. If you are a veteran, please contact the Minnesota West Veterans Service Office.

To receive reasonable accommodations for a documented disability, please contact the campus Student Services Advisor or campus Disability Coordinator as arrangements must be made in advance. In addition, students are encouraged to notify their instructor.

This document is available in alternative formats to individuals with disabilities by contacting the
Student Services Advisor or by calling 800-658-2330 or
Minnesota Relay Service at 800-627-3529 or by using your preferred relay service.

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