

COMM 253 : CONFLICT MANAGEMENT

Transcript title

Conflict Management

Credits

1

Grading mode

Standard letter grades

Total contact hours

10

Lecture hours

10

Course Description

Explores the concepts of conflict and various techniques used for successful conflict management.

Course learning outcomes

1. Describe the major styles of managing conflict.
2. Discuss basic techniques of anger management.
3. Demonstrate a variety of negotiation strategies.

Content outline

1. Definition of Conflict
2. Styles of Conflict
 - a. Avoiding
 - b. Accommodating
 - c. Compromising
 - d. Forcing
 - e. Collaborating
3. Negotiating Conflict
 - a. Hard vs. Soft Bargaining
 - b. Task vs. Maintenance of Relationship
 - c. Principled Negotiation
 - i. People
 - ii. Interests
 - iii. Options
 - iv. Criteria
4. Anger Management
 - a. Techniques for Self-Control
 - b. Techniques for defusing situation

Required materials

Traditional course materials: Text, paper, pens.