COMMON COURSE OUTLINE: Course discipline/number/title: SMGT 1150: Resolving Conflict

A. CATALOG DESCRIPTION
1. Credits: 1
2. Hours/Week: 1
3. Prerequisites (Course discipline/number): None
4. Co-requisites (Course discipline/number): None
5. MnTC Goals (if any): NA

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 people 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. Recommended entry skills/knowledge: Reading and writing at the college level is encouraged.

B. DATE LAST REVISED (Month, year): November, 2001

C. OUTLINE OF MAJOR CONTENT AREAS:
This course will focus on the practical application of skills necessary to effectively deal with conflict in the workplace and negotiation strategies for mutually beneficial solutions. Students will assess their current conflict resolution and negotiating styles and will participate in hands-on activities in class and in the workplace.

1. Conflict resolution and negotiation styles
2. Conflict resolution and negotiation skills
3. Conflict resolution and negotiation strategies
4. Effective interpersonal skills

D. LEARNING OUTCOMES (GENERAL): The student will be able to:
1. Assess and demonstrate conflict resolution and negotiation styles and strategies.
2. Demonstrate the importance of effective interpersonal skills as it relates to conflict resolution.
3. Explain the benefits of good interpersonal communication skills as a supervisor.
4. Develop an action plan to address and resolve ongoing organizational problems.
5. Conduct a negotiation session.

E. LEARNING OUTCOMES (MNTC): NA

F. METHODS FOR EVALUATION OF STUDENT LEARNING:
1. Oral Presentations
2. Textbook/workbook Problems
3. Group Activities
4. Application Papers

G. SPECIAL INFORMATION (if any): None