

## Collin College - Continuing Education COURSE SYLLABUS

### COURSE INFORMATION

**Course Number:** MEDI7540

**Course Title:** Understanding Conflict and Resolution Strategies

**Course Description:** Conflict is a fact of organizational life. However, conflict skills can be learned and applied in all areas of life and work. This course will explore the nature of conflict, how to recognize it, how to identify the drivers of conflict and discuss methods for constructive resolution.

**Suggested Course Prerequisite(s):** None

**Course Resources:** N/A

**Student Learning Outcomes:**

- 1) Understand the nature of conflict and learn methods for de-escalation, transforming situations into a supportive environment.
- 2) Learn about inter-personal power imbalances, productivity and successful balancing.
- 3) Understand and recognize the five conflict styles and how to apply them
- 4) Develop and practice the seven principled negotiation skills and learning the language of collaboration.

**Certification Notes:**

**Next course recommendation:** Mediation and Dispute Resolution Certificate Training

**Refund Policy:** Please refer to [www.collin.edu/ce/infoRegistrar.html](http://www.collin.edu/ce/infoRegistrar.html) for our refund policy. No refunds after the start time of the first class.

**Americans with Disabilities Act:** Collin College will adhere to all applicable federal, state and local laws, regulations and guidelines with respect to providing reasonable accommodations as required to afford equal opportunity. It is the student's responsibility to contact the ACCESS office, SCC-D140 or 972.881.5898 (V/TTD: 972.881.5950) to arrange for appropriate accommodations. See the current *Collin Student Handbook* for additional information.

**Course Sessions:** Listed are guidelines to indicate all topics that will be covered during your course. Do not plan your personal calendar based on these sessions. Your instructor will give you a calendar for your class that will indicate specific topics, assignments, and days.

**Method of Evaluation:** Unless otherwise stated, course completion is evaluated on the basis of attendance. Students must be in attendance 90% of each course in a certificate series for successful completion and to earn a certificate as specified.