



EFFECTIVE: SEPTEMBER 2004
CURRICULUM GUIDELINES

A. Division: **Instructional**

Effective Date: **Winter 2005**

B. Department /
Program Area: **LLPA/CMNS**

Re

Re

1216 or per mission of the instructor.

M: Course Objectives / Learning Outcomes
Knowledge:

- aggression
 - passive-aggressive behaviour
 - assertiveness
 - compromise
 - negotiation
 - mediation
- e. barriers to effective conflict management
- timing
 - intensity of conflict
 - resistance and defensiveness
- f. power and its dynamics
- g. common issues in workplace conflict
- “reading” organizational culture
4. How do I, as an Individual, Approach Conflict?
- a. the importance of self-awareness
 - b. conflict inventory tools
 - c. appreciating similarities and differences in conflict style
5. What are Some Foundational Skills for Communicating in Conflict?
- a. the core conditions
 - b. attending, observing and listening
 - c. paraphrasing, summarizing and empathic responding
 - d. asking facilitative questions
 - e. language skills
 - using the language of responsibility
 - using collaborative language
 - f. perceptual-attitudinal skills

- participation levels
- distribution of power

Q:	Means of Assessment	
	Pre-assessment of Conflict Management Strategies	15%
	Assessment and Evaluation of Improved Conflict Management Skills	20%
	Video-taped skills demonstration	
	Skills demonstration	15%
	Analysis and self-evaluation	20%
	Critical Incident Analysis	
	Application of course concepts	20%
	Attendance, participation and professional conduct	<u>10%</u>
		100%
R:	Prior Learning Assessment and Recognition: specify whether course is open for PLAR Yes.	

 Course Designer(s)

 Education Council / Curriculum Committee Representative

 Dean / Director

 Registrar