

# Alexandria Technical and Community College

## COMM 2414: Conflict Resolutions Through Communications

### A. COURSE DESCRIPTION

Credits: 3

Lecture Hours/Week: 3

Lab Hours/Week: \*.\*

OJT Hours/Week: \*.\*

Prerequisites:

This course requires either of these prerequisite categories

1. ENGL 1410 - Composition I

Or

2. ENGL 1460 - Technical Writing

Corequisites: None

MnTC Goals: Goal 01 - Communication, Goal 07 - Human Diversity

This course meets Minnesota Transfer Curriculum (MnTC) goal areas 1 and 7. This course examines the principles of conflict situations and discusses the communication methods of effective conflict management and resolution. Conflict situations examined will be varied and may include anything from romantic relationships to workplace conflicts. Students will be required to participate actively in discussions and write critically about conflict management, both informally and formally. Prerequisite: ENGL1410 or ENGL1460.

**B. COURSE EFFECTIVE DATES:** 05/17/2010 - Present

### C. OUTLINE OF MAJOR CONTENT AREAS

1. Develop skills for identification of conflict.
2. Develop skills for managing conflict with positive responses.
3. Discuss dynamics of different groups and conflict
4. Discuss the roots, purposes, and management of conflict.
5. Exhibit understanding of the roots, purposes, and managing of conflict.
6. Explore management of conflict in both interpersonal and large group settings.
7. Identify the roots, purposes, and management of conflict.
8. Understand how to manage conflict for multiple groups, settings, and proposes.

### D. LEARNING OUTCOMES (General)

1. The learner will gain an understanding of the basic nature and challenges of conflicts.
2. The learner will become familiar with theoretical understandings of conflict management and conflict resolution.
3. The learner will develop capacities and skills for responding to social conflicts.
4. The learner will implement skill-building in dialogue, active listening, facilitation, and mediation and negotiation techniques.
5. The learner will devise individual and group strategies that minimize the destructive consequences of conflict.

## **E. Minnesota Transfer Curriculum Goal Area(s) and Competencies**

### Goal 01 - Communication

1. Understand/demonstrate the writing and speaking processes through invention, organization, drafting, revision, editing and presentation.
2. Participate effectively in groups with emphasis on listening, critical and reflective thinking, and responding.
3. Locate, evaluate, and synthesize in a responsible manner material from diverse sources and points of view.
4. Select appropriate communication choices for specific audiences.
5. Construct logical and coherent arguments.
6. Use authority, point-of-view, and individual voice and style in their writing and speaking.
7. Employ syntax and usage appropriate to academic disciplines and the professional world.

### Goal 07 - Human Diversity

1. Understand the development of and the changing meanings of group identities in the United States' history and culture.
2. Demonstrate an awareness of the individual and institutional dynamics of unequal power relations between groups in contemporary society.
3. Analyze their own attitudes, behaviors, concepts and beliefs regarding diversity, racism, and bigotry.
4. Describe and discuss the experience and contributions (political, social, economic, etc.) of the many groups that shape American society and culture, in particular those groups that have suffered discrimination and exclusion.
5. Demonstrate communication skills necessary for living and working effectively in a society with great population diversity.

## **F. LEARNER OUTCOMES ASSESSMENT**

As noted on course syllabus

## **G. SPECIAL INFORMATION**

None noted