

# College of the Redwoods Conflict Management



## Course Information

Semester & Year: Fall 2025

Course ID & Section #number: WORK 224 Section V0774

Instructor's name: Amy Berkowitz

Day/Time of required meetings: Monday/Wednesday 6:30pm-8:30pm (with a 10 minute break) 12/1-12/10

Location: Online via TechConnectZoom in Canvas

Course units: Noncredit (none)



## Instructor Contact Information

Office location: Online

Office hours: by Appointment

Email address: [amy-berkowitz@redwoods.edu](mailto:amy-berkowitz@redwoods.edu) (<mailto:amy-berkowitz@redwoods.edu>) or [cr.amy.berkowitz@gmail.com](mailto:cr.amy.berkowitz@gmail.com) (<mailto:cr.amy.berkowitz@gmail.com>).



## Required Material

Working internet and a device with which to access the course.



## Catalog Description

An introduction to conflict management in the workplace, including strategies for dealing with difficult people and interpersonal discord. Students will learn to differentiate between healthy and unhealthy



ways of addressing conflict. Students will be introduced to various conflict handling modes. Students will explore the role of anger in conflicts and how it can be effectively managed.



## Course Student Learning Outcomes

1. Define conflict.
2. Compare and contrast the different conflict styles and be familiar with one's own style.
3. Name the causes of conflict in the workplace.
4. Design strategies for resolving interpersonal conflict



## Course Calendar

Date	Topic
Monday, December 1	Introduction, Syllabus, Getting to know us, Definition of conflict, origins of conflict, conflicts and emotions, the positive side of conflict
Wednesday, December 3	Styles of conflict, conflict positions, relating to others, Active listening, Engaging with empathy, Difficult customers
Monday, December 8	Conflict positions and when to use them, Nobody's Perfect, Consent, Finding common ground, setting norms, Anger as a secondary emotion
Wednesday, December 10	Facilitating conflict, documentation, getting a third party, working with challenging people, wrapping it up.

Course Calendar: Subject to change with notice





## Evaluation & Grading Policy

Students will be deemed to be making satisfactory progress by attending class and participating in the work.



## Prerequisites / Co-requisites / Recommended Preparation

None



## Educational Accessibility & Support

College of the Redwoods is committed to providing reasonable accommodations for qualified students who could benefit from additional educational support and services. You may qualify if you have a physical, mental, sensory, or intellectual condition which causes you to struggle academically, including but not limited to:

- Mental health conditions such as depression, anxiety, PTSD, or bipolar disorder
- Common ailments such as arthritis, asthma, diabetes, autoimmune disorders and diseases
- Temporary impairments such as a broken bone, recovery from significant surgery, or a pregnancy-related disability
- Neurodevelopmental disorders such as a learning disability, intellectual disability, autism, acquired brain injury, or ADHD
- Vision, hearing, or mobility conditions

Available services include extended test time, quiet testing environments, academic assistance and tutoring through the [LIGHT Center](https://www.redwoods.edu/services/sass/light.php) (<https://www.redwoods.edu/services/sass/light.php>), counseling and advising, alternate formats of course materials (e.g. audio books or E-texts), assistive technology, learning disability assessments, approval for personal attendants, interpreters, priority registration, on-campus transportation, adaptive physical education and living skills courses, and more. If you believe you might benefit from disability- or health-related services and accommodations, please contact [Student Accessibility Support Services \(SASS\)](mailto:SASS@redwoods.edu) (<https://www.redwoods.edu/services/sass/index.php>).

If you are unsure whether you qualify, please contact SASS for a consultation: [SASS@redwoods.edu \(mailto:SASS@redwoods.edu\)](mailto:SASS@redwoods.edu).

### SASS office locations and phone numbers

#### Eureka campus

- Phone: 707-476-4280,
- Locations: Student Services building, first floor SS113

#### Del Norte campus

- Phone: 707-465-2353
- Location: Main building, near the Library

#### Klamath-Trinity campus

- 707-476-4280



## Inclusive Language in the Classroom

College of the Redwoods aspires to create a learning environment in which all people feel comfortable in contributing their perspectives to classroom discussions. It therefore encourages instructors and students to use language that is inclusive and respectful.





## Disruptive Behavior

Student behavior or speech that disrupts the instructional setting will not be tolerated. Disruptive conduct may include, but is not limited to: unwarranted interruptions; failure to adhere to instructor's directions; vulgar or obscene language; slurs or other forms of intimidation; and physically or verbally abusive behavior. In such cases where the instructor determines that a student has disrupted the educational process, a disruptive student may be temporarily removed from class. In addition, the student may be reported to the Chief Student Services Officer or designee. Additional information about the rights and responsibilities of students, Board policies, and administrative procedures is located in the [2024-2025 College Catalog](https://redwoods.elumenapp.com/catalog/2024-2025/home) [↗](https://redwoods.elumenapp.com/catalog/2024-2025/home) and [CR Board and Administrative Policies](https://go.boarddocs.com/ca/redwoods/Board.nsf/Public?open&id=policies) [↗](https://go.boarddocs.com/ca/redwoods/Board.nsf/Public?open&id=policies).

