Sophia Learning

CONRES1000: The Essentials of Managing Conflict (1 semester credit)

COURSE DESCRIPTION
Sophia's The Essentials of Managing Conflict course will provide foundational knowledge about managing and resolving conflict in your personal and professional life. It will define conflict, explore the types and causes of conflict, examine the stages of a conflict, consider various conflict styles, and differentiate between various conflict resolution techniques.

COURSE EFFECTIVE DATES: July 2020 - Present

PREREQUISITES: No prerequisites

LENGTH OF COURSE: This is a self-paced course. Students may use as much or as little time as needed to complete the course.

ACE CREDIT® RECOMMENDATION: In the lower-division baccalaureate/associate degree category, 1 semester hour in essentials of managing conflict, conflict resolution, or conflict management (6/20).

GRADING: This is a pass/fail course. Students must complete 3 Challenges (formative assessments) and 1 Milestone (summative assessment) with an overall score of 70% or better.

LEARNING OUTCOMES
Upon completion of the course, the student will be able to:

1. Understand the key components of conflict
2. Recognize examples of the various types of conflict in context
3. Identify the stages of conflict in context
4. Define the five conflict styles
5. Apply the five conflict styles in context
6. Understand how culture can impact conflict
7. Recognize key aspects of the various conflict resolution processes
8. Differentiate between the various conflict resolution processes in context
OUTLINE OF MAJOR CONTENT AREAS

- Defining conflict
- Stages of conflict
- Styles of conflict
- Intercultural conflict styles
- Resolving conflict
- Mediation
- Arbitration
- Conciliation
- Collaborative law
- Shuttle diplomacy
- Restorative justice

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