

**SHASTA COLLEGE**  
*Professional Workplace Skills Series*  
**COURSE OUTLINE**

**COURSE TITLE**

**CONFLICT AND ATTITUDE MANAGEMENT**

**NUMBER OF UNITS**

**PREREQUISITE**

None

**COREQUISITE**

None

**TOTAL HOURS**

Lecture:

Worksite Learning:

**ADVISORY**

None

Lab:

Distance Learning:

**CATALOG COURSE DESCRIPTION**

**OBJECTIVES**

**Student Learning Objectives:**

Upon successful completion of this course, the student should be able to:

- A. Define conflict.
- B. Describe the L.A.S.T. Chances method of conflict management.
- C. Describe the five conflict handling modes.
- D. Develop a conflict management action plan using conflict management tools.
- E. Define attitude.
- F. Describe the five ways to maintain a positive attitude.
- G. Identify the four “Fish” philosophies for a positive attitude.
- H. Develop an action plan to address the attitudes needed to overcome challenges on the job.

**COURSE CONTENT**

- I. Introduction
  - A. Course Overview
    - 1. Conflict – 4 hrs
    - 2. Attitude – 4 hrs
  - B. Engagement Activity-Famous Pairs –finding commonalities as a way to connect and can often keep conflict from escalating.
- II. What is Conflict Management?
  - A. Definition [SLO]

1. Overhead/Discussion: Finding the positive side of conflict
2. Overhead/Discussion: Avoiding the negative styles of conflict

### III. Dealing with Difficult People

- A. Overhead: Five Steps to Dealing with Difficult People (new slide)
  1. Lecture/Discussion – brief
    - a. Let people vent
    - b. Avoid getting trapped in a negative filter
    - c. Express empathy
    - d. Begin active problem solving and agree on a solution
    - e. Follow up
- B. L.A.S.T Chances Method [SLO]
  1. Video: “The Difficult Guest”
  2. Discussion: What might push customers ‘over the edge’ to become difficult?
  3. Case Study and Discussion – using the L.A.S.T chances method

### IV. Conflict Management

- A. The Five Conflict Handling Modes/Positions [SLO]
  1. Video: “Dealing with Conflict”
  2. Lecture: “The Five Conflict Handling Modes” handout
    - a. Avoiding
    - b. Accommodating
    - c. Competing
    - d. Compromising
    - e. Collaborating
  3. Activity: Identifying Conflict Positions/Modes
- B. Conflict Management Scenarios
  1. Activity: Identify the conflict management tools taught in class to help resolve these scenarios
- C. Nobody’s Perfect
  1. Activity: Creative Charisma – bringing about the best in ourselves, which helps to bring out the best in others
  2. Discussion: It can be difficult to work with people who you perceive to be annoying, rude, or irresponsible.
  3. Activity: Nobody’s Perfect worksheet – awareness of our own imperfections, and others’ positive traits
- D. The Anger Toll (new title)
  1. Brief lecture/text on anger in Student Handout
  2. Tie to general Conflict Management theme
- E. Critical Thinking and Problem-Solving in Conflict Management
  1. Critical Thinking
    - a. Defining critical thinking
    - b. Using strong critical thinking skills
  2. Problem Solving
    - a. Lecture/Discussion: Six Steps for Problem-solving
    - b. Activity: SMART Goal Guidelines – the key aspects for the development of a successful action plan

- F. Conflict Management Action Plan (new) [SLO]
  - a. Activity: Building on the previous action plan and the job they identified they'd like to have, ask students to identify what conflicts they may encounter on that job.
  - b. Re-work the action plan to determine specific conflict management tools they would use to possibly overcome those conflicts on that job.
  
- V. What is Attitude?
  - A. Activity: Snow White's Seven Dwarfs – describing the attitudes of Sleepy, Sneezy, Grumpy, Bashful, Happy, Doc, and Dopey
    - 1. Debrief – how does attitude affect your day, when needing customer service, family issues
  - B. Definition of Attitude
    - 1. Overhead: The Definition of Attitude [SLO]
    - 2. Overhead: Attitude by Charles Swindoll
    - 3. Activity: All About Attitude (new name)
      - a. Defining attitude – moods, difference in experience, opinions, etc.
      - b. Brainstorm – attitudes that may appear in the work environment
      - c. Discussion – where do attitudes come from – culture, family, experience
  - C. How are Attitudes Communicated?
    - 1. Overhead: Types of Attitude Viruses
      - a. Discussion: Steamer, Perfectionist, Resister, Not-My-Job-er, Rumor Monger, Uncommitted, Pessimist
    - 2. Discussion: Use of Positive and Negative Language
      - a. Activity: Accentuate the Positive – practice positive responses
  
- VI. Maintaining a Positive Attitude
  - A. Activity: Attitude Adjustment Assessment
    - 1. Debrief – segway into how to adjust your attitude
  - B. How to Adjust Your Attitude – Lecture/Discussion
    - 1. Listen to your 'Self-Talk'
    - 2. Practice an Attitude of Gratitude
    - 3. Pursue Happiness
    - 4. Seek Comfort with Change
    - 5. Value Relationships
    - 6. Stop "Shoulding" Yourself
  - C. How to Maintain a Positive Attitude – Lecture/Discussion [SLO]
    - 1. Start fresh each day
    - 2. Clarify and prioritize your life
    - 3. Enjoy the moment
    - 4. Express, don't suppress, your feelings
    - 5. Activity: Surround yourself with positive influences – tangible ways to create a positive environment by appealing to your senses
      - a. Positive images, sounds, smells, feelings, tastes
  - D. Activity: Attitude Adjustment
    - 1. Identify positive and negative characteristics
    - 2. Discard ½ page of negative characteristics into trash can/discussion

- E. “Fish” Philosophies for a Positive Attitude [SLO]
  - 1. Video: “Fish”
  - 2. The four philosophies
    - a. Discussion: Play, Make their day, Be there, Choose your attitude
    - b. Activities for each of the four philosophies-pairs and team
- F. Attitude: What’s In It For Me?
  - 1. Slide text appears in Student Guide
- G. Attitude Action Plan [SLO]
  - 1. Activity: Building on the previous action plan and the job they identified they’d like to have, ask students to identify the challenges to their attitude they may encounter on that job.
  - 2. Re-work the action plan to determine specific attitudes they would need to overcome those challenges on that job.

VI. What You Have Learned

VII. Review Questions

VIII. Resources and References

- A. All CSA and NS module lists
- B. All videos will be listed as optional unless otherwise specified.

Methods of Instruction

- Class discussion and participation
- Hands-on learning activities
- Individual and group problem solving
- Lecture
- Cases
- Videos