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	WORKNC-620H: EMF	YATHY IN THE WORKPLACE
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	Fall 2023	
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	3/31/2023	
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	SECTION A - Course Data Elements	
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	0506.00 - *Business Management	
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	NBS - Not Basic Skills	
	C A Co	e
	C - Clearly Occupational	e

Industry Request-In line with Foundation for Community Colleges New World of Work.

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- a. Definition
- b. How does conflict make you feel?
- c. Where do we experience conflict?
- 2. What is your conflict style? a. Avoid

 - b. Compromise
 - c. Accommodate

- а. d. Compete io
 - e. Collaborate
 - 3. How do different styles affect the workplace?
 - 4. Causes of conflict
 - 5. Personalities
 - 6. Skills for resolving interpersonal conflict
 - a. Listening skills
 - b. Empathy
 - c. Personal appreciation
 - d. H.A.L.T.
 - e. Bringing out the best in yourself and others
 - f. Concern, Compliment, Consideration, Companionship, Consent

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- Conflict with customers 7.
 - a. Let them vent
 - b. Avoid getting trapped in a negative filter
 - c. Express empathy
 - d. Begin active problem solving
 - e. Mutually agree on the solution
 - f. Follow up

Methods of Instruction

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	Тр	iaĥpiolara v Eefe ce
	Discussion	Case analysis
	Group Work	Individual and group problem solving
	Activity	Role playing and classroom simulations
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	Announcements/Bulletin Boards Chat Rooms Discussion Boards E-mail Communication Video or Teleconferencing	
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	Methods of Evaluation	
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	Essays/Papers	Oral and/or written case analysis

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