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Independent Living Skills (ILS) 0055 Conflict Resolution Level 1 (0 Units)

Prerequisite: Acceptance into the Transition to Independent Living Program

Total Hours: 16 hours lecture

**Catalog Description:** This course is designed to describe, explain, and teach techniques to manage and resolve most common and difficult interpersonal behaviors including teasing, anger, criticism, and bullying. Conflict resolution strategies such as CALM (C=calm down, A= ask why I feel this way, L=look for ways to feel better, M=move to feel better) and COOL (C=cool off, O=openly give an “I” statement, O=offer your solution, L=leave/let it go) will be explored. Role playing activities with classmates related to resolving various conflicts will be conducted.

Type of Class/Course: Non Credit

Texts: None

Additional Required Materials: James Stanfield video collection on teasing, bullying, anger, and criticism.

Course Objectives:

By the end of the course, a successful student will be able to

1. identify the internal conflict resolution strategy “CALM”,
2. identify the internal conflict resolution strategy “COOL”,
3. demonstrate proactive assertiveness towards conflict resolutions,
4. demonstrate advocacy skills,
5. show understanding of key terms in conflict resolutions,
6. demonstrate through role playing conflict resolution techniques,
7. independently implement the “CALM” and “COOL” processes,
8. verbally express problem solving strategies in regard to resolving conflicts,
9. identify the differences between friendly and hurtful teasing,
10. express strategies to cope with teasing,
11. express strategies to cope with anger,
12. express strategies to cope with bullying, and
13. express strategies to cope with criticism.

Course Scope, Content, and Student Learning Outcomes:

Unit I Conflict Resolution Strategies

Learning Outcomes	Assessment
1. Identify conflict resolution strategies	In class exercises, homework, exams
2. Understand the “CALM” process	In class exercises, homework, exams
3. Understand the “COOL” process	In class exercises, homework, exams
4. Understand the definition of teasing	In class exercises, homework, exams
5. Differentiate between hurtful/friendly teasing	In class exercises, homework, exams
6. Explain and use the Ignore it/Laugh it off coping strategies	In class exercises, homework, exams

Unit II Interpersonal Conflict Resolution

7. Resolve conflicts with roommates	In class exercises, homework, exams
8. Resolve conflicts in the community	In class exercises, homework, exams
9. Resolve conflicts as a consumer	In class exercises, homework, exams
10. Resolve conflicts with strangers	In class exercises, homework, exams
11. Handle conflicts with strangers and acquaintances	In class exercises, homework, exams
12. Handle conflicts with family	In class exercises, homework, exams
13. Handle conflicts with staff	In class exercises, homework, exams

Unit III Coping Strategies

14. Explore “POP” conflict resolution option (P=problem, O=options, P=plan)	In class exercises, homework, exams
15. Explain and use coping techniques with bullies	In class exercises, homework, exams
16. Explain and use coping techniques when others are critical	In class exercises, homework, exams
17. Explain and use coping techniques with anger	In class exercises, homework, exams
18. Determine when to implement coping techniques for various conflicts	In class exercises, homework, exams

Learning Activities Required Outside of Class:

The students will spend a minimum of 2 hours per week outside of their regular class time doing the following:

1. Studying
2. Completing homework exercises

Methods of Instruction:

1. Audio Visual materials
2. Lecture
3. Group work/role playing
4. Discussion
5. Individual conference

Methods of Evaluation:

1. Class participation
2. Written homework
3. Quizzes
4. Oral evaluations/role playing
5. Exams
6. Midterm and final

