



## MULTICULTURAL CONFLICT RESOLUTION — BUSN 1350

### A. Course Description

- **Credits:** 2.00
- **Lecture Hours/Week:** 2.00
- **Lab Hours/Week:** 0.00
- **OJT Hours/Week:** 0
- **Prerequisites:** None
- **Corequisites:** None
- **MnTC Goals:** None

This course focuses on building multicultural conflict resolution skills needed to improve the workplace relationships by understanding the concept of cultural clashes, practicing conflict management prevention, mastering negotiating skills across cultures, building multicultural communication skills, developing mediation techniques, understanding the conflict management continuum resolving multicultural conflict, and comprehending the Alternative Dispute Resolution progression.

### B. Course Effective Dates: 5/21/14 – Present

### C. Outline of Major Content Areas

As noted on course syllabus

### D. Learning Outcomes

1. Acknowledge cultural and contextual expectations
2. Be assertive
3. Be persuasive
4. Be thoroughly prepared and avoid common mistakes
5. Communicate effectively, allowing for differing perceptions, biases, and prejudices
6. Define multicultural conflict
7. Develop understanding of cultural clash
8. Identify interests and goals
9. Know major negotiation styles and temperaments and how to interact with of them cross-culturally
10. Know when to walk away as well as when and how to use third-party help
11. Know yourself
12. Practice critical thinking and empathy
13. Study and understand key principles from psychological, sociological, communication, and conflict theories.

14. Understand the dynamic of conflict
15. Understand the dynamic of power
16. Use tactics that suit you and understand tactics used by others

**E. Minnesota Transfer Curriculum Goal Area(s) and Competencies**

**F. Learner Outcomes Assessment**

As noted on course syllabus

**G. Special Information**

None noted