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. Define multicultural conflict and identify the dimensions of a cultural clash by studying key principles from diverse conflict theories.
2. Communicate effectively by considering different perceptions, biases, and prejudices. Know yourself and understand conflict dynamics.
3. Learn major negotiation styles and temperaments and how to interact cross-culturally while Identifying different interests and goals.
4. Practice distributive and integrative negotiation approaches.
5. Understand the dynamic of power, know when to walk away and when to call for a third-neutral-party help. Acknowledge cultural and contextual expectations.
6. Practice problem solving and transformative mediation styles

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

F. Learner Outcomes Assessment
As noted on course syllabus

G. Special Information

None noted