

Las Positas College
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Course Outline for BUSN 7505

DEALING WITH DIFFICULT PEOPLE

Effective: Fall 2008

I. CATALOG DESCRIPTION:

BUSN 7505 — DEALING WITH DIFFICULT PEOPLE — 0.50 units

The course provides the student with an analysis of attitudes and behaviors that cause conflict and provides ways to communicate to prevent conflict. The course will provide techniques to reinforce positive behavior in others, focus on problem solving while maintaining effective work relationships and identify behaviors that may cause conflict.

0.50 Units Lecture

Grading Methods:

Discipline:

	MIN
Lecture Hours:	9.00
Total Hours:	9.00

II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: 1

III. PREREQUISITE AND/OR ADVISORY SKILLS:

IV. MEASURABLE OBJECTIVES:

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

- A. Compare and contrast the range of behaviors that cause conflict between people
- B. Identify techniques for communicating with people to prevent conflict
- C. Identify actions steps for resolving conflict between people
- D. Explain characteristics of people behaving at their worst
- E. Identify phrases used in digital communication that can lead to conflict between people
- F. Reflect on personal behaviors that can lead to conflict with others

V. CONTENT:

- A. Forms of communication
- B. Body language and what it says to others
- C. Behaviors that cause conflict
- D. How to communicate to prevent conflict and resolve problems
- E. Action steps to resolve conflict between people
- F. Assessing difficult relationships; can they be salvaged or should they be eliminated
- G. Assess personal behaviors that can cause or diffuse conflict
- H. The challenges of communication using technology

VI. METHODS OF INSTRUCTION:

- A. Assignments which allow for differences in learning styles, for example, collaboration, oral and written tasks, problem solving tasks and repetition.
- B. Tasks that enable students to develop a variety of learning strategies: repetition, categorization, restatement, comparison and contrast, memorization, identification of repetition, critical thinking and collaboration.
- C. Critical thinking exercises to integrate students' overall ability to understand the material.
- D. Problem solving tasks and activities in which students are expected to use theory and generally accepted standards to make decisions and report their conclusions.
- E. Informal lectures and classroom discussion based on student questions related to the material.
- F. Guest speakers as appropriate.
- G. Audio-visual materials including but not limited to video tapes and Internet web casts with handouts for note taking, and small group discussion.
- H. In class current topic discussions and assignments handled individually, with class partners, in teams and/or as the whole class.
- I. Assigned readings in the text, journal articles, newspaper articles and handouts.
- J. Written exercises and case studies to evaluate concepts and facts.
- K. Small group and individual problem solving tasks and activities where students are expected to reach consensus or make decisions and report their findings.
- L. Lecture utilizing Power Point, overhead transparencies, computer media, handouts, whiteboard and/or blackboard.

VII. TYPICAL ASSIGNMENTS:

A. Recognition tasks: matching, identifying correct facts. From the list of terms and acronyms select the correct definition from the list provided. B. Case study analysis and presentation. C. Practical writing, reading, speaking and listening tasks

that demonstrate or elicit an understanding of and/or a possession of the facts. 1. Select one of the conflict situations on pages 33-45. Outline the steps to take when responding to the situation. 2. Read case on page 125-130. Prepare a written answer to the six questions about the case.

VIII. EVALUATION:

A. **Methods**

1. Exams/Tests
2. Quizzes
3. Papers
4. Projects
5. Group Projects
6. Class Participation
7. Class Work
8. Other:
 - a. Methods
 1. Class and small group discussions of current issues
 2. In-class written case study analyses of video and written cases
 3. Examinations and a comprehensive final with objective questions
 4. Student participation individually and in small groups
 5. Class participation
 6. Final Examination

B. **Frequency**

1. Frequency – Regular assessment of learning using assignments, activities, projects or quizzes and final evaluation to include a culminating activity.

IX. TYPICAL TEXTS:

1. Dr. Brinkman, Rick, Dr. Rick Kirschner *Dealing with Difficult People : 24 lessons for Bringing Out the Best in Everyone*. 2nd ed., McGraw-Hill, 2002.
2. Cava, Roberta *Dealing with Difficult People: How to Deal with Nasty Customers, Demanding Bosses and Annoying Co-workers*. 2nd ed., Key Porter Books Limited, 2004.

X. OTHER MATERIALS REQUIRED OF STUDENTS:

- A. Computer and Internet access
- B. Access to business publications, magazines and periodicals (i.e. USA Today, Wall Street Journal, Fortune Magazine, Harvard Business Review)