

Print Date: 7/22/14  
**Course Objectives/Course Outline**  
**Spokane Community College**

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**Course Title: Managing Conflict Through Communication**  
**Prefix and Course Number: CMST 250**

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**Course Learning Outcomes:**

**By the end of this course, a student should be able to:**

- To have an awareness of the historical development of a variety of conflict management styles
- To understand the process of conflict
- To learn communication skills helpful to the conflict management process
- To understand and apply conflict management models
- To determine when it is most appropriate to use which model/style

**Course Outline:**

- I. Historical perspective of conflict
  - A. Early perspectives on conflict
  - B. Current theories from the study of conflict
  
- II. The process of conflict
  - A. Seeing escalation and avoidance cycles
  - B. Climate and conflict interaction
  - C. Conflict models
  
- III. Conflict skills and techniques
  - A. Basic interactional skills for relationships
  - B. Basic interactional skills for the workplace
  
- IV. Practical applications of models and skills
  - A. Role-playing in the classroom
  - B. Analysis of case models