
COURSE OUTLINE – ANGER AND CONFLICT RESOLUTION IN THE WORKPLACE (HCP/CONF008)

COURSE DESCRIPTION

This course explores the concepts of anger and conflict and their meanings in society and in the workplace. It provides a model for understanding the development of anger in the individual and of conflict in groups. The course then offers a number of key skill-sets to address anger in the self and to work effectively with conflict in individuals and groups. Using the context of healthcare professional practice, the course identifies the dynamics of the healthcare environment which contribute to anger and conflict, and then offers the means to resolve them.

Pre-requisites: Graduation from an entry-level healthcare professional program.

Co-requisites: None.

LEARNING OUTCOMES

Upon completion of this course, participants will be able to:

- State the meanings attributed to anger and conflict in society and in the workplace.
- Describe the theoretical understanding of anger in the individual and in groups, based on the PMAB Model (Collins, 1993a, 1993b).
- Describe the skills which contribute to effective prevention and management of anger and conflict in the workplace.
- State how these skills can be applied to situations to prevent anger and conflict from arising, or to address them effectively when they do.
- Provide a detailed plan to address anger and conflict (self and others) in the participant's workplace.
- Apply the concept of professionalism to situations of anger and conflict (self and others) in the workplace.

Course Hours:

4 contact hours per week, for 7 weeks.

Modes of Instruction and Learning

This course is delivered through online modes of teaching and learning. This includes reading and literature search, short assignments, critiquing journal articles and providing responses to various

scenarios. The education process also includes time spent working with the consultant to process the readings, the ideas contained there and their applications to specific healthcare contexts.

Assessment and Evaluation

Participants are required to successfully complete all learning activities in order to achieve an overall **Mastery grade** for the course. The specific criteria for success will vary with the type of learning activity and are indicated in each individual activity description (online). Generally, participants will be able to resubmit once when a learning activity is deemed by the Consultant as not meeting some or all of the competencies. This course should be completed within the maximum time frame of 10 weeks.

Participants are required to achieve a '**Mastery**' grade in all assessable components of the course in order to receive the certificate of completion.

Attendance and Participation

The deadline for completing this course is 10 weeks from the date you first log onto the course-specific site. You are expected to be working on the course and assignments on a regular basis and to indicate to the Consultant how you are progressing or if you need assistance to progress. Failure to maintain regular communication for a prolonged period (30 days with no online presence or with no offline communication with the consultant) could result in your being withdrawn from the online learning centre. A reinstatement fee of \$100.00 may be payable should you wish to continue with the course after this time.

Technical Issues (Reminder)

Technical problems can arise from a number of sources in online learning programs. Participants having technical difficulties should report them to JCC Inc. as soon as possible by e-mail, fax or phone. The news forum or e-mail will be used to notify participants of any known issues. Please read the news forum and check your e-mail frequently to keep aware of current conditions and issues. Participants will not be penalized for technical problems which arise from our LMS or the Server. Requests for assistance will be given priority responses.