

## COMMUNICATING IN CONFLICT ADRN6202

### Course Outline

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#### Description:

This introductory course will focus on the skills essential to effective communication, particularly in conflict situations. You will develop skills to listen actively to what the other person(s) wants you to know or understand, even when you disagree with what is being said; how to clearly state your own needs in the situation; how to reframe negative remarks to create common ground; and how to re-focus the interaction when digressions are introduced. To facilitate the development of your skills, emphasis will be on modeling the skills, followed by practice with feedback. This course will be particularly helpful if you have had limited familiarity, experience or learning of these essential conflict communication skills. This course will also be helpful for those wishing to enhance their skills in managing difficult interactions.

#### Course Goals:

- The course will focus on the skills essential to effective communication, particularly in conflict situations

**Course Objectives:** At the completion of this course, students will be able to:

- Use active listening, assertiveness, questioning, reframing and observation skills
- Describe how communication skills can be used to resolve conflict
- Select communication skills appropriate to personal situations
- Describe a plan for continued practice and use of conflict communicationskills.

#### Attendance Requirements:

Students are required to attend 100% of class time in order to receive a completion for this course. A grade report can be printed from myWCS.

#### Code of Student Conduct

The purpose of the Code of Student Conduct is to define the general standard of conduct expected of students registered at Western University, provide examples of behaviour that constitutes a breach of this standard of conduct, provide examples of sanctions that may be imposed, and set out the disciplinary procedures that the University will follow. For the complete Code of Student Conduct: <http://www.uwo.ca/univsec/pdf/board/code.pdf>.

# Western Continuing Studies

## Course Schedule:

### Day One

- Introductions, climate setting and expectations
- An overview of the characteristics of conflict in communication
- Learn to use se observation, active listening, assertiveness, questioning techniques, and reframing skills
- Explore how communication skills can be used to resolve conflict

### Day Two

- Examine models for using effective communication in conflict
- Select communication skills appropriate to a variety of personal situations
- Apply the skills to your situations
- Summary and review of key concepts
- Develop an action plan for continued use of conflict communication skills.

## Evaluation Method:

As part of the course/instructor evaluation, a survey will be sent to you electronically by Continuing Studies. You will be asked the following questions. Please consider these throughout the course.

1. How would you rate your overall experience?
2. Please indicate your agreement with the following statements:
  - a. The course content was relevant and valuable.
  - b. The instructor conducted class sessions in an organized, well-planned manner.
  - c. The instructor explained concepts clearly.
  - d. The instructor displayed enthusiasm and energy in conducting class sessions.
  - e. The instructor made me feel comfortable in the learning environment.
  - f. The instructor encouraged my participation and interaction.