

# Dakota County Technical College

## SMGT 2120: Multicultural Conflict Resolution

### A. COURSE DESCRIPTION

Credits: 2

Lecture Hours/Week: 2

Lab Hours/Week: \*.\*

OJT Hours/Week: \*.\*

Prerequisites: None

Corequisites: None

MnTC Goals: None

This course focuses on building multicultural 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 communicational skills, developing mediation techniques, understanding the conflict management continuum resolving multicultural conflict, and comprehending the Alternative Dispute Resolution progression. Prerequisites: None.

**B. COURSE EFFECTIVE DATES:** 01/14/2008 - Present

### C. OUTLINE OF MAJOR CONTENT AREAS

### D. LEARNING OUTCOMES (General)

1. acknowledge cultural and contextual expectations
2. be assertive
3. be persuasive
4. be thoroughly prepared and avoid common mistakes
5. communicate effectively, allowing for differing perceptions, biases, and prejudices
6. define multicultural conflict
7. develop understanding of cultural clash
8. identify interests and goals
9. know major negotiation styles and temperaments and how to interact with them cross-culturally
10. know when to walk away as well as when and how to use third-party help
11. know yourself
12. practice critical thinking and empathy
13. study and understand key principles from psychological, sociological, communication and conflict theories
14. understand the dynamic of conflict
15. understand the dynamic of power
16. use tactics that suit you and understand tactics used by others

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

None

### F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

**G. SPECIAL INFORMATION**

None noted