

Revised 1/2013

NOVA COLLEGE-WIDE COURSE CONTENT SUMMARY
PSY 205 - PERSONAL CONFLICT AND CRISIS MANAGEMENT (3 CR.)

Course Description

Studies the effective recognition and handling of personal and interpersonal conflicts. Discusses cooperative roles of public and private agencies, management of family disturbances, child abuse, rape, suicide, and related cases. Lecture 3 hours per week.

General Course Purpose

To provide the theory and experience necessary to develop effective interpersonal skills and methods of coping. Types, methods, stages, and attitudes which reflect sources of conflict and bear on conflict resolution will be explored. Attention given to environmental supports and community resources for managing crisis situations.

Course Prerequisites/Corequisites

Recommended Prerequisites: PSY 120, PSY 125, PSY 200, PSY 201, and placement into ENG 111

Course Objectives

Upon completion of the course, the student will be able to:

- Identify the types of conflict and their potential sources in person/person and person/situation relationships
- Identify different interpersonal methods used in coping with personal conflict and crisis management
- Identify techniques for dealing with personal stress and anger
- Demonstrate methods of conflict resolution and problem solving
- Identify the language and practice of conflict and conflict resolution
- Describe personal styles of conflict resolution (e.g. avoidance)
- Identify the major process involved in conflict or cooperation
- Explain the role values and emotions fear play in the conflict episode
- Describe multiple conflict resolution skills and behaviors and hypothesize how to apply them in real world settings
- Identify community resources for resolving personal conflict or managing crisis situations
- Point out how differing social and cultural perspectives play a role in conflict and conflict resolution

Major Topics to be Covered

- Types of conflict
- Perspectives on Conflict
- Styles and tactics in conflict resolution and crisis management
- Classification and assessment of mental disorders commonly found in personal conflict and crisis management and domestic disputes
- Community based resources for the management of crisis

Optional Topics

- Peer Counseling
- Self-Management
- Coping and wellness