



Experiential Learning Portfolio for 10196138 Conflict Resolution and Confrontation Skills

Student Contact Information:

Name: _____ Student ID#: _____

Email: _____ Phone: _____

Directions

Consider your prior work, military, volunteer, education, training and/or other life experiences as they relate to each competency and its learning objectives. Courses with competencies that include speeches, oral presentations, or skill demonstrations may require scheduling face-to-face sessions. You can complete all of your work within this document using the same font, following the template format.

1. Complete the Student Contact Information at the top of this page.
2. Write an Introduction to the portfolio. Briefly introduce yourself to the reviewer summarizing your experiences related to this course and your future goals.
3. Complete each "Describe your learning and experience with this competency" section in the space below each competency and its criteria and learning objectives. Focus on the following:
 - What did you learn?
 - How did you learn through your experience?
 - How has that learning impacted your work and/or life?
4. Compile all required and any suggested artifacts (documents and other products that demonstrate learning).
 - Label artifacts as noted in the competency
 - Scan paper artifacts
 - Provide links to video artifacts
 - Attach all artifacts to the end of the portfolio
5. Write a conclusion for your portfolio. Briefly summarize how you have met the competencies.
6. Proofread. Overall appearance, organization, spelling, and grammar will be considered in the review of the portfolio.
7. Complete the Learning Source Table. Provide additional information on the business and industry, military, and/or volunteer experiences, training, and/or education or other prior learning you mentioned in your narrative for each competency on the Learning Source Table at the end of the portfolio. Complete this table as completely and accurately as possible.

The portfolio review process will begin when your completed portfolio and Credit for Prior Learning Form are submitted and nonrefundable processing fees are paid to your local Credit for Prior Learning contact. Contact Student Services for additional information.

Your portfolio will usually be evaluated within two weeks during the academic year; summer months may be an exception. You will receive an e-mail notification regarding the outcome of the portfolio review from the Credit for Prior Learning contact. NOTE: Submission of a portfolio does not guarantee that credit will be awarded.

You have 6 weeks to appeal any academic decision. See your student handbook for the complete process to appeal.

To receive credit for this course, you must receive “Met” on 3 of the 3 competencies.

10196138 Conflict Resolution and Confrontation Skills, 1 Associate Degree Credits

Course Description: In Conflict Resolution and Confrontation Skills the learner applies the skills and tools necessary to deal with conflict and confrontation in the workplace. The learner will identify the major causes of conflict, develop a working plan of action to confront difficult situations, and establish guidelines for gaining resolution to difficult situations. The learner will build greater personal skills and confidence in their ability to deal with conflict in their personal and professional life.

Introduction: Briefly introduce yourself to the reviewer summarizing your experiences related to this course and your future goals.

Competency 1: Value the importance of conflict resolution and confrontation skills

Criteria: Performance will be satisfactory when:

- learner identifies how anger affects daily contacts with others
- learner analyzes results of anger inventory
- learner identifies interpersonal skills
- learner analyzes results of interpersonal skills inventory (pre-assessment)
- learner examines confrontational situations
- learner reads an article on conflict resolution and confrontation skills
- learner types a summary and critique of the article
- learner reports to class about the article

Learning Objectives:

- a. Complete inventory to identify anger communication
- b. Analyze the results of the questionnaire
- c. Complete inventory to identify interpersonal relationship rating scale
- d. Analyze the results of the inventory (pre-assessment)
- e. Read a current article on conflict resolution/confrontation skills
- f. Summarize the article
- g. Critique the article
- h. Write a summary and critique of the article
- i. Communicate with the class about your article

Required Artifacts: None

Suggested Artifacts: None

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 2: Identify sources of conflict

Criteria: Performance will be satisfactory when:

- learner identifies confrontational situations
- learner maintains a journal of confrontational situations
- learner completes Conflict Exercises
- learner completes Skill Practice Situations

Learning Objectives:

- a. Identify emotions during confrontational situation
- b. Complete a conflict resolution journal
- c. Perform Confrontation Exercises
- d. Perform Skill Practice Situations
- e. Share confrontation situations with another learner
- f. Analyze another learner's confrontation situation

Required Artifacts: None

Suggested Artifacts: None

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 3: Demonstrate conflict resolution and confrontation skills

Criteria: Performance will be satisfactory when:

- learner practices confrontation role-play
- learner develops appropriate body language, attitude, verbal skills
- learner communicates a confrontation charged exchange with classmate
- learner analyzes the outcome of the exchange

Learning Objectives:

- a. Perform/role-play practice situations
- b. Perform behavior based scenario of behavior change
- c. Utilize appropriate body language, attitude, and verbal skills
- d. Write scenario of confrontational situation
- e. Read and reflect on journal entries

Required Artifacts: None

Suggested Artifacts: Mediation/Disciplinary Program Development

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Conclusion: Summarize how you have met the competencies of the course.

Learning Source Table

[illegible]