

Conflict Management Student's Guide

This module addresses communications skills, and requires active use of writing, speaking, and other forms of self-expression as well as providing opportunities for information gathering, synthesis, and analysis in solving problems and in critical thinking. The activities provide an opportunity for you to practice collaborative learning and teamwork.

You should have the following skills prior to using this module:

- ability to send and receive e-mail
- ability to access and use the Penn State Course Management System, ANGEL
- ability to use a network browser and access to the Internet

If you feel you are lacking some of these skills, there are resources available at Penn State where you can go for help. Some of these resources include:

- computer labs
- seminars
- periodic training sessions
- peer tutoring

For more information about these resources, use the Penn State Web site, <http://www.psu.edu>, to search for the location of the University Learning Center at your location. Staff at the Learning Centers will be able to help you find the additional help you need. Your academic advisor can also help you locate resources for getting help.

ANGEL

The iStudy for Success! modules work in the Penn State course management system, ANGEL (<http://cms.psu.edu>) In order to log on to ANGEL, you will need to have activated your Access account. For more information about your Access Account, see <http://aset.its.psu.edu/accounts/access.html>.

If you are completing iStudy for Success modules as part of a class, your instructor will tell you which modules and activities to complete and how to access them. If you are completing iStudy modules on your own or with the help of a tutor at the University Learning Centers, directions for creating a group in ANGEL and importing modules are found at the iStudy Web site (<http://istudy.psu.edu/access.html>).

Quizzes, Reflective Questions and Activities

Each module contains activities designed to help you learn and practice the concepts presented. Reflective questions help you recall what you already know about the topic as well as to work through new ideas and concepts. Worksheets and tip sheets supplement the instruction and give you an opportunity for additional practice. Quizzes provide yet another means for you to practice as well as to check to be sure you have read and understand the materials.

The modules all have a standard layout. When you import a module into your ANGEL group a folder with the module's name will be added under the "Content" tab (ANGEL group). This folder can be moved and placed within another folder if desired.

To start the module, you should open the first file in the list inside each module's folder. This file has the word *lesson* as part of its name and contains the links to other parts of the lesson.



Open the first file in the module folder to begin the lesson.

This "master" file contains descriptions of the purpose, goals, and objectives, as well as instructions for completing the module, references to materials used in designing and developing the content of the module, a summary of the important points in the module, and a survey for you to complete after finishing the module. (Survey results are available to editors in the group or course through the on-line grade report tool.) If you are completing the modules as part of a course, your instructor will tell you if you are to complete the survey or not. If you are completing the modules on your own or with a tutor in the Learning Centers, you do not need to complete the survey.

The rest of the files in each module's folder are accessed through links embedded within the content. As you read the content and complete the activities, other files from the module will be used. Some students may become confused because they try to complete the module by working their way down the list and viewing each file without reading the accompanying materials. This is not the way the module was designed to be completed.

Note: The module will only work correctly if you begin with the "master" file and work through the activities using the embedded links.

Scores for quizzes are recorded in ANGEL and can be accessed through the on-line grade report tool. Responses to reflective questions using the "My Notes" tool are accessible only to the person who types them - they are not available to the group or course editors. Your instructor may ask you to use a word processor instead of the "My Notes" tool to record your responses so you can submit the work for grading.

Assignments Checklist

Following are the assignments embedded in the Conflict Management module:

Activity 1: Reflective questions about personal experiences with conflict management

Activity 2: Reflective questions about managing conflict in the future

Activity 3: Quiz

Activity 4: Reflective question -- Describe a conflict situation

Activity 5: Reflective question - examples of when conflict occurs

Activity 6: Reflective question - evaluate this situation

Activity 7: Reflective question - how does conflict effect the group?

Activity 8: Quiz

Activity 9: Survey - Determine your conflict management style

Relationship to Other iStudy Modules

This module is related to other modules on personal effectiveness, including note taking, active reading, time management, project management, interview skills, peer tutoring, and brainstorming.

In particular, conflict management utilizes skills and principles directly related to:

- active listening
- interpersonal communication
- cooperative groups
- stress management
- brainstorming