



Justice Institute of British Columbia COURSE OUTLINE

Course Code: MGMT159
Course Title: Turning Down the Heat: Being Reasonable with Unreasonable People
Prerequisite Courses: None
Sponsoring Division: Community and Social Justice Division
(Centre for Leadership)
Previous Course Code & Title:
Course Effective Date:

# of Credits:	1.0
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Course Description:

Front-line staff in government, the private sector, and volunteer agencies face increasing numbers of irritable, frustrated, distraught, angry, and demanding clients, which adds to on-the-job stress. Learn how to keep angry clients from taking out their frustrations on front-line staff. Discover practical techniques to resolve conflict situations, cool down difficult encounters, disarm complainers, and ultimately transform conflict into cooperation. This fun, fast-moving, and highly participative workshop uses real front-line examples.

Course Objectives:

Upon completion of this course, participants will be able to:

- Keep angry clients from taking out their frustrations on them
- Bring out the best in people who are upset
- Transform conflict into cooperation
- Clam clients faster with specific phrases that work
- Say no
- Manage and defuse situations that may otherwise escalate
- Search for the facts
- Probe without offending
- Position themselves as helpers, not adversaries
- Manage their own stress levels with confidence



Text and Resource Materials: Use APA style; specify chapters where applicable. ([APA Style Guidelines](#))

Required: None

Recommended:

Course Level:

	First Year		Second Year		Third Year		Fourth Year
x	Other (describe): Professional Path						

Equivalent Course(s) within the JIBC: None

Class Delivery Methods:

Some courses are delivered using a range of methods within one class (course section) or alternative methods in different classes. Please outline the most common delivery options used for this course. The total class hours should be the same for each option.

Delivery Methods	Class Option A (Hours)	Class Option B (Hours)	Class Option C (Hours)	Class Option D (Hours)
Classroom/Lecture/Discussion	7			
Simulation/Lab	7			
Practicum/Fieldwork				
Online				
Correspondence				
Total Class Hours	14			

Comments on Delivery Methods:

This course is participatory in nature and includes a variety of small group discussions, role plays, assessment instruments and large group discussion/lecture.

Related Program(s):

This is an elective course in the Foundations for Effective Management and Leadership Certificate.

Credit Transfer exists at:

Please contact the Centre for Leadership Program Coordinator for more information.



Course Grading System:

Check the system that applies to this course:

<input type="checkbox"/>	Letter Grades	<input type="checkbox"/>	Percentage	<input type="checkbox"/>	Pass/Fail	<input type="checkbox"/>	X	<input type="checkbox"/>	Credit/No Credit
<input type="checkbox"/>	Complete/Incomplete	<input type="checkbox"/>	Attendance Only	<input type="checkbox"/>	Not Applicable				

<input type="checkbox"/>	Passing Grade:	<input type="checkbox"/>	Credit Granted
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JIBC Standard Grading Scale for Letter, Grade Point and % Grades:

Letter Grade	Grade Points	% Range	Letter Grade	Grade Points	% Range
A+	4.33	90-100	C+	2.33	64-67
A	4.00	85-89	C	2.00	60-63
A-	3.67	80-84			
B+	3.33	76-79	C-	1.67	56-59
B	3.00	72-75	D	1.00	50-55
B-	2.67	68-71	F	0.00	0-49

Evaluation Activities and Weighing: (complete the %'s which apply – total must equal 100%)

Final Exam	%	Assignments	%	Project	%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	100%	Other	%
Quizzes/Test	%	Simulations	%	Practicum	%	TOTAL	100%

Comments on Evaluation: You must attend the full course to receive credit.

Other Course Guidelines, Procedures and Comments: None

View the Justice Institute of BC Policies listed below at:

<http://www.jibc.bc.ca/studentServices/main/AcademicServices/policies.htm>

Access Policy
Harassment Policy
Prior Learning Assessment Policy
Student Code of Conduct

Academic Appeals Policy
Intellectual Property Rights Policy
Research on Human Subjects: Ethics
Student Records