



ASCCC Curriculum Institute 2018

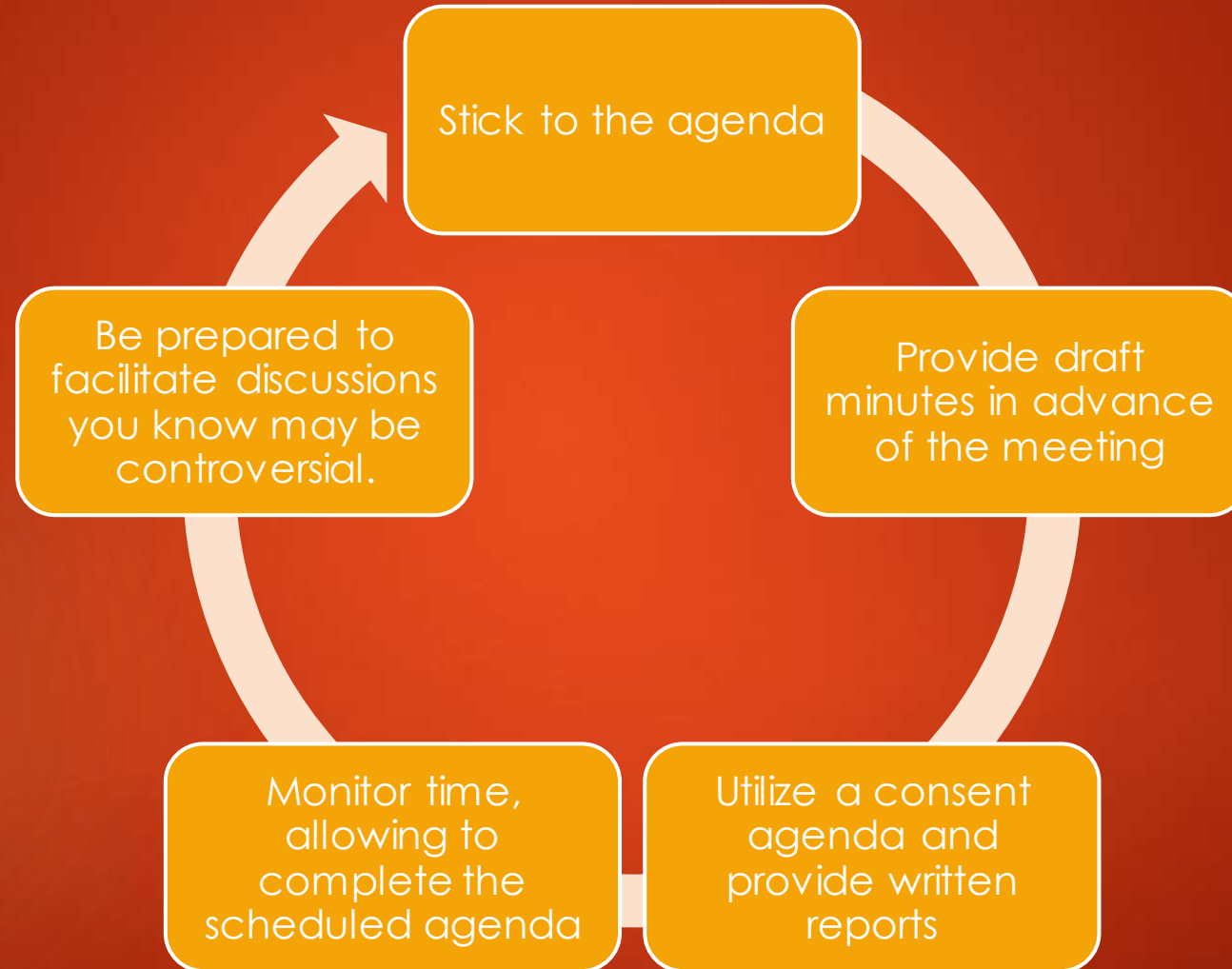
# Conflict Resolution in Curriculum

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# Description

State initiatives and mandates with timelines for implementation could put your local senate and curriculum committee in a position where you are facilitating tough discussions. Running an effective meeting and getting work done challenges even the most talented curriculum chair. Chairs must be able to resolve conflict within the committee, ensure that processes are effective and fair, and work with individuals that might be a challenge. This breakout explores effective practices for communication before, during, and after curriculum meetings.

# How to Run an Effective Meeting



# Conflict Management: Sources of Conflict



# Conflict Management Styles: Constructive or Destructive?

- ▶ Avoidance
- ▶ Accommodation
- ▶ Competition
- ▶ Compromise
- ▶ Collaboration



# Barriers to Collaboration





# Conflict Considerations

- What is at issue?
- What are the interests?
- Who should be consulted?
- What policies, procedures or processes may affect resolution or management?
- What is the conflict culture?

# Good Practices to Avert, Manage, or Resolve Conflict

- Be informed: get as much information as possible before discussing.
- Provide context for discussion.
- Define terms and conditions.
- Share college policy or state regulations that apply to the situation.
- Make sure everyone has the opportunity to participate.
- Robert's Rules of Order can help to keep the discussion professional.



# Good Practices to Avert, Manage, or Resolve Conflict

- Take nothing personally.
- Guide all participants to do the same.
- Fall on your sword, if necessary.
- Resist the urge to pursue or claim personal victories over others.
- Keep the interests of the students and the college overall in the forefront of your mind.
- Find agreement where you can.
- Take breaks.

# Good Practices

- Listen, listen, listen
- Presume good intent
- Get information
- Anticipate interests and personalities
- Recognize content and emotion
- Adapt and model



# QUESTIONS

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