



Oregon Construction Contractors Board

Mailing Address:
 PO Box 14140 • Salem, OR 97309-5052
 Street Address:
 700 Summer St NE Suite 300
 Telephone: 503-378-4621
 Fax: 503-373-2007

Residential Continuing Education Course Syllabus

Course Name:	Residential Contractor's Guide to Preventing and Resolving Disputes
Course Number:	LRB0006
Credit Approval:	One (1) credit hour in CCB Residential Continuing Education Core: Laws, Regulations and Business Practices
Course Description:	This course provides information and best practices to residential contractors about preventing and resolving disputes with their customers.
Learning Objectives:	<p>In this course you will learn:</p> <ol style="list-style-type: none"> 1. Prevention practices: <ol style="list-style-type: none"> a) Actions you can take before you accept a job; b) What you can do after you decide to take the job. 2. Dispute Resolution techniques: <ol style="list-style-type: none"> a) Direct negotiation b) Mediation and Arbitration. c) Court actions.
Student Requirements:	<p>This is live classroom setting. Each class is approximately one hour in length. Participants are expected to attend the entire class.</p> <p>There is no food or beverages allowed in the session.</p> <p>Certificates of completion and payment receipts will be mailed after completion of the class.</p>
Questions:	education@ccb.info.

June 2011