

Course Title: The Three C's - Cooperation, Compensation and the Code of Ethics**Developed by: Diane K. Disbrow, GRI, CRS, CRB, ABR, SFR, SRES, SRS, RSPS, e-Pro® RENE, PSA**

Time Allotment	Content	Learning Outcomes	Teaching Methods
10 Minutes	History & Background of the Code	List concepts of the preamble and understand the structure of the Code and the courtesies that REALTORS® should observe in their day to day business	Lecture
20 Minutes	Icebreaker Exercise	Understand the difference between the ethical duties, professional courtesies and aspirational aspects of the preamble to the Code of Ethics	Interactive Jeopardy Game show in powerpoint
5 minutes	Pathways to Professionalism	Understand the professional courtesies that REALTORS should provide with the public, respect for property and peers	Group discussion
35 minutes	Article 1,3, 11, 12, 14, 15,16 scenarios	Describe the concepts in selected Articles of the Code of Ethics and how the answers to dilemmas can be found in the Code of Ethics	10 scenarios. Small Group exercise and discussion
10 Minutes	Ethics Enforcement Process And Arbitration requests	Understand local, state and national roles, the difference between ethics and arbitration ,the role of the Grievance Committee in processing arbitration requests	Lecture
5 minutes	Article 17	Describe the duties to Arbitrate contractual and specific non-contractual monetary disputes	Lecture
15 minutes	Procuring Cause	Understand the concepts of procuring cause, factors for consideration, arbitration guidelines and worksheet.	Lecture
45 Minutes	Procuring Cause Role Play	Live role play Procuring Cause Case	Interactive opinion polling game
5 minutes	Mediation/Ombudsman program	Understand the benefits of alternative dispute resolution methods provided by the REALTOR® Association.	Lecture
30 minutes	Jeopardy Game Show	What did you learn?	Interactive group game to test the students knowledge
180 minutes = 3.0 hours			