

SYLLABUS
COMM 4501 Conflict Management
Spring 2010
URL http://www.suu.edu/faculty/larson_s

FACULTY INFORMATION:

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Course Description: The class is designed to familiarize students with the many factors that contribute to interpersonal conflicts and the communication skills needed for productive conflict management or resolution.

Objectives:

1. Enhance marketable abilities in conflict resolution providing additional value to an individual's professional pursuits.
Assessment: Games/case studies
2. Awareness of personal conflict styles and the development of collaborative skills.
Assessment: Lecture/examination
3. Awareness of the role of emotions—anger and fear—play in the conflict episode and the process of ameliorating emotions.
Assessment: Lecture/examination
4. Use collaborative strategies and techniques to assist in collaborative resolution of conflict.
Assessment: Games/case studies
5. Examine one's own behavior as a contributing factor in the process of conflict.
Assessment: Class discussion
6. Write a critical and research paper on a construct related to conflict management (10 pages).
Assessment:

Course method:

The course will consist of lectures on the nature of conflict management and conflict management strategies. Students will be asked to give short presentations and group presentations on conflict management topics. Students will participate in simulation games illustrating various aspects of conflict management.

Prepare for class session: Read text and other assignments before class and ask questions of clarification. Your questions frequently lead to a great class discussion. So be sure to speak up. Please bring your text to class.

Assignment should be: typed and handed in on time. Grading is based on sound analysis, and on effective interpretation and communication of the assignment.

Required textbooks: Wilmot, W. W., & Hocker, J. L. (2009). *Interpersonal conflict*. 7th Ed. Boston: McGraw Hill.

Other resources:

Domenici, K., & Littlejohn, S. W. (2007). *Facework: Bridging theory and practice*. HM1106.D66 2006

Domenici, K., & Littlejohn, S. W. (2001) *Mediation: Empowerment in conflict management*. 2nd Ed. HD42.D66 2001

Gelfand, M. J., & Brett, J. M. (2004). *The handbook of negotiation and culture*. BF637.N4 H365 2004

Jones, T. S. (2008). *Conflict coaching: Conflict management strategies and skills for the individual*. HM1126.J66 2008

Littlejohn, S. W., & Domenici, K. (2007). *Communication, conflict, and the management of difference*. BF637. C45 L58 2007

Littlejohn, S. W., & Domenici, K. (2001). *Engaging communication in conflict: Systemic practice*. HM1126 .L57 2001

Mayer, B. S. (2009). *Staying with conflict: A strategic approach to ongoing disputes*. BF637.I48 M396 2009

Assignments:

Group presentation **10%**

Business implementation **10%**

Imagine that you have been asked by the communications department in your organization to write a short article (2-3 pages, double spacing, one sided) about a new conflict management intervention that will be implemented (e.g. Conflict management skills training, new peer mediation program, needs assessment, etc.) Your goal is to make sure the article is written on the wavelength of your imaginary employees, and that they will be open and receptive to the new intervention.

Games participation, discussions, and written journal **15%**

Two examinations (20% each)

40%

Examination will be short answer/essay. Please bring a blue book and a pen to class.

Term paper (8-10 pages)

25%

Students may complete a book review instead of a term paper. See above recommended texts.

Bonus—Students can earn up to an extra 10% of grade by attending class and participating in application sessions/class discussion.

Grading: 90% of higher would be the A range; 80%-89% would be the B range; 70%-79% would be the C range etc.

ADA STATEMENT: Students with medical, psychological, learning or other disabilities desiring academic adjustments, accommodations or auxiliary aids will need to contact the Southern Utah University Coordinator for Services to Students with Disabilities (“SSD”) in Room 205C of the Sharwan Smith Center or phone (435) 865-8022. SSD determines eligibility for and authorizes the provision of services.

ACADEMIC INTEGRITY: Scholastic dishonesty will not be tolerated and will be prosecuted to the fullest extent. You are expected to have read and understood the current issue of the student handbook (published by Student Services) regarding student responsibilities and rights, and the intellectual property policy, for information about procedures and about what constitutes acceptable on-campus behavior.

Examples of intellectual dishonest include: Data falsification, data fabrication, deceitful alteration of collected data in a report from another student’s work, the use of purchased term papers, submitting work done by someone else, copying a phrase from an article or website without appropriate quotations and referencing and using the same paper in more than one communication class. Anyone who cheats will earn an “F” for the assignment or the class based on the degree of the offense.

Daily Calendar

Date	Topic
Reading	
Jan 4 M	Introduction to course
Jan 6 W	Definition of conflict
Chapter 1	
Jan 8 F	Metaphors of conflict
Chapter 2	

Jan 11 M Chapter 2	Gender/Cultural effects on conflict
Jan 13 W	
Jan 15 F	Free day
Jan 18 M	MLK Day—no class
Jan 20 W	Group presentation assignment
Jan 22 F Chapter 3	TRIPO
Jan 25 M Chapter 3	Identify scripts
Jan 27 W Chapter 3	Face saving
Jan 29 F	Application Friday /work place conflict
Feb 1 M	Identify scripts/ group work
Feb 3 W Chapter 3	Prospective/transactive and retrospective goals
Feb 5 F	Application Friday/Group presentation work
Feb 8 M Chapter 4	Relational theory of power Individual power currencies
Feb 10 W Chapter 4	Assessing power
Feb 12 F Chapter 4	Power balance
Feb. 15 M	Group presentation
Feb 17 W	Group presentation
Feb 19 F	Group presentation

Feb 22 M Chapter 5	Nature of styles and tactics
Feb 24 W Chapter 5	Avoidance/ competition Compromise, accommodation. collaboration
Feb 26 F	Application Friday
Mar 1 M Chapter 6	Assessment Systems theory/identifying conflict patterns/system patterns
Mar 3 W	Examination #1
Mar 5 F	Assessment application
Mar 8 M Chapter 6	Drawing collations
Mar 10 W	Conflict assessment guides
Mar 12 F	Application Friday
Mar 15, 17, 19	Spring recess
Mar 22 M Chapter 7	Moderating your conflicts
Mar 24 W Chapter 7	Crisis management
Mar 26 F	Application Friday Paper/book review due
Mar 29 M Chapter 7	Construction communication practices
Mar 31 W Chapter 8	Negotiation
Apr 2 F Chapter 8	Negotiation

Apr 5 M Chapter 9	Third party Intervention
Apr 7 W	Third party Intervention
Apr 9 F	Application Friday Business application due
Apr 12 M	Controlling emotions
Apr 14 W Chapter 10	Forgiveness and reconciliation
Apr 16 F Chapter 11	Preventing destructive conflict
Apr 19 M Chapter 11	Preventing destructive conflict
Apr 21 W	Application Wednesday and review for examination

Final examination Thursday April 29 @1-2:50