

## CONFLICT MANAGEMENT

Communication 4501, Section 01

TR 1:00 pm – 2:20 pm, TH 020

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**Instructor:** Amber Schow

**Office:** Centrum, 213L

**Office Hours:** Mon. 11:00 am – 1:00 pm, Tues. / Thurs.: 12:00 pm – 1:00 pm, or by appointment.

**Email:** [amberlynnschow@gmail.com](mailto:amberlynnschow@gmail.com)

**Text: (Required)** Wilmot, W.W., & Hocker, J.L. (2014). *Interpersonal Conflict* (9th Ed.). New York: McGraw-Hill. ISBN: 978-0-07-803693-4

**COURSE DESCRIPTION:** This course serves as an introduction to the scope and nature of conflict and conflict management in various settings. Students will investigate the theory and practice of using power, analyzing personality traits, assessing conflict, improving communication techniques in problem solving with regards to appropriate strategies, tactics and goals in conflict resolution.

### COURSE OBJECTIVES:

- **Communication:** Students develop and express ideas and will be able to do so in a variety of ways, namely in writing, by speaking, visually, kinesthetically, through design or aurally.
- **Critical Thinking:** Students demonstrate disciplined processes of actively and skillfully conceptualizing, applying, analyzing, synthesizing, and/or evaluating information gathered from, or generated by, observation, experience, reflection, reasoning, or communication, as a guide to belief and action.

### COURSE POLICIES

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**EXPECTATIONS:** You are expected to come to each class meeting prepared. Please be ready to participate in discussions, assignments, class activities, and presentations. Your participation in class will affect your grade, so plan accordingly. Please respect the opinions of others and help create a positive classroom experience. The more effort you put into this class, the more you will get out of it.

**ACADEMIC INTEGRITY:** Scholastic dishonesty will not be tolerated and will be prosecuted to the fullest extent. You are expected to have read and understood Policy 6.33 Academic Integrity and the current issue of the student handbook (published by Student Services) regarding student responsibilities and rights.

**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 of Services for Students with Disabilities (SSD), in Room 206F of the Sharwan Smith Center or phone (435) 865-8022. SSD determines eligibility for and authorizes the provision of services.

**ATTENDANCE:** Regular attendance is required at all class meetings. The absence of more than two class sessions during the semester will result in a drop of a full letter grade. Students are allowed one unexcused absence per semester. If you are going to be absent, please contact me in advance. Late assignments will not be accepted due to missed classes.

**ELECTRONIC DEVICES:** Please be courteous and respectful with the use of electronic devices during class time. Do not answer your phone, text, Google, play games, IM, surf the web, e-mail, check Facebook, blog, etc. in class. Although using laptops can enhance your personal learning experience, they can be a distraction to others. Laptops are not to be used in class while others are presenting. Cell phones should be kept silent or off while in class and should be put away. If laptops or cell phones become a distraction, students may be asked not to bring them.

**EMERGENCY MANAGEMENT STATEMENT:** In case of emergency, the University's Emergency Notification System (ENS) will be activated. Students are encouraged to maintain updated contact information using the link on the homepage of the mySUU portal. In addition, students are encouraged to familiarize themselves with the Emergency Response Protocols posted in each classroom. Detailed information about the University's emergency management plan can be found at <http://www.suu.edu/emergency>.

**HEOA COMPLIANCE STATEMENT:** The sharing of copyrighted material through peer-to-peer (P2P) file sharing, except as provided under U.S. copyright law, is prohibited by law. Detailed information can be found at <http://www.suu.edu/it/p2p-student-notice.html>.

**LATE WORK & EXTRA CREDIT:** Please monitor all deadlines closely. You are expected to turn in assignments by the time and date they are due, unless otherwise noted on the schedule. Assignments received after the due date will receive a non-negotiable 10% reduction per day (including 2 days for weekends). Assignments more than 5 days late will not be accepted. Please be aware of deadlines and turn in your assignments accordingly. You are responsible for gathering any missed information or notes on days you are absent. Assignments may be turned in on CANVAS or in class, as shown in the syllabus.

There will be limited opportunities for extra credit throughout the semester. These will be determined by the instructor as deemed necessary.

**SANS (Student Assessment Notification System):** Southern Utah University has created an early alert program (SANS) designed to provide tutoring, peer mentor support, and other resources to

students in need. SANS (Student Assessment Notification System) is a way for me to help connect you with necessary resources and motivate you to make corrections to improve your learning if I am concerned for any reason. Should you receive a SANS notification, please respond to the mentors' contact attempts and take advantage of the support offered.

**GRADING STANDARDS:**

A	93-100%	C	74-76%
A-	90-92%	C-	70-73%
B+	86-89%	D+	67-69%
B	83-85%	D	63-66%
B-	80-82%	D-	60-62%
C+	77-79%	F	59% or less

**GRADING BREAKDOWNS:**

Assignment	Points Possible:	Points Earned:
Reflections (x2) <i>50 pts each</i>	100	
In-Class Examples (x2) <i>25 pts each</i>	50	
Group Project	150	
Assessments (x2) <i>25 pts each</i>	50	
Emotion Model Presentation	150	
Pick Your Own #1 – Family	125	
Pick Your Own #2 – Work	125	
Pick Your Own #3 – Friendship	125	
Pick Your Own #4 – Love	125	
<b><i>Total:</i></b>	<b><i>900</i></b>	

**DISCLAIMER:** Information contained in this syllabus, other than the grading, late assignments, makeup work, and attendance policies, may be subject to change with advance notice, as deemed appropriate by the instructor.

## TENTATIVE SCHEDULE

Week:	Day:	Date:	Topic/Chapters:	Assignments:
1	T	08/25	What is Conflict Management? Relationship Categories Explained.	
	R	08/27	Chapter 1: The Nature of Conflict	
2	T	09/01	Chapter 2: Perspectives on Conflict	<b>Reflection Assignment #1 due by midnight</b>
	R	09/03	Metaphors, Cultural Filters, Positive & Negative Views	<b>Bring a Metaphor Example to class</b>
3	T	09/08	Chapter 3: Interests and Goals	<i>Pick a partner for Group Project</i>
	R	09/10	Collaborative Goals, Work Day	
4	T	09/15	<b>Group Projects</b>	
	R	09/17	<b>Group Projects</b>	
5	T	09/22	Chapter 4: Power: The Structure of Conflict	
	R	09/24	Orientations to Power	
6	T	09/29	Chapter 5: Conflict Styles / Assess Your Style	<b>Conflict Assessment due (in class)</b>
	R	10/01	Styles and Tactics	<b>PYO1 (Family) due Friday, October 2 by midnight</b>
7	T	10/06	Chapter 6: Emotions in Conflict	
	R	10/08	Feelings and Models	<i>Assign Emotion Presentations</i>
8	T	10/13	<b>Emotion Model Presentations</b>	
	R	10/15	<b>Emotion Model Presentations</b>	
9	T	10/20	<b><i>Fall Break – No Class</i></b>	
	R	10/22	Guest Presentation	<b>Reflection Assignment #2 due by midnight</b>
10	T	10/27	Chapter 7: Analyzing Your Conflict	

	R	10/29	Family Patterns	Family Conflict Assessment due (in class)
11	T	11/03	Chapter 8: Interpersonal Negotiation	
	R	11/05	Integration & Organizational Scenarios	PYO2 (Work) due Friday, November 6 by midnight
12	T	11/10	Chapter 9: Third-Party Intervention	
	R	11/12	Conflict Management Help	
13	T	11/17	Chapter 10: The Practice of Forgiveness & Reconciliation	
	R	11/19	Long-Term Relationships & Friendships	PYO3 (Friendship) due Friday, November 20 by midnight
14	T	11/24	TBA	
	R	11/26	<i>Thanksgiving Break – No Class</i>	
15	T	12/01	Love Stories / Culture & Conflict	Bring a Love Story example to class
	R	12/03	Conflict Models & PYO4 Explained	
16	R	12/10	PYO4 (Love) due in class Presentation @ 3:00 pm	

## ASSIGNMENTS

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**ASSIGNMENT FORMATTING:** All assignments are to be double spaced, typed, in 12 pt Times New Roman font, with one inch margins. Headings should be single spaced and should include student name, date, and title of the assignment. Assignments will be turned in through CANVAS, unless otherwise noted. References should be properly cited in 5th or 6th edition APA formatting.

**ASSESSMENTS (25 pts each = 50 pts):** Assessments will be given in class as a way to understand your conflict management skills and history. These may include worksheets, short essays, or other activities to gauge understanding of the concepts. Assessments cannot be made up outside of class, so points will be missed if you are absent.

**EMOTION MODEL PRESENTATION (100 pts for presentation, 50 pts for follow-up paper = 150 pts total):** After covering Chapter 6, an emotion model presentation will be assigned. Each student will receive a different emotion pertaining to conflict and will be asked to create a model that reflects the relationship of the two. After the model has been created, you will present the model in class during a 5 – 8 minute presentation. At this time, a brief paper explaining the model will also be turned in. More information about this assignment will be covered in class.

**GROUP PROJECT (100 pts for presentation, 50 pts for follow-up paper = 150 pts total):** To better understand collaborative goals and conflict in work settings, a group project will be assigned. Teaming up in groups of 2 or 3, you will be asked to pick a common conflict found in the workplace and develop goals to overcome that conflict. Presentations will be given in class, during a 15 – 20 minute presentation. This presentation should include visual aids, a class activity, and a reflection paper written by the group to explain the content covered. The group will rate the work done by each member of the group, as well as themselves to determine if fair work was produced by all. More information will be given in class.

**IN-CLASS EXAMPLES (25 pts each = 50 pts):** Throughout the semester you may be asked to bring examples to class for various topics. Print out these examples and bring them to class for further discussion. You will be graded on the relevance of the example to the assigned topic and your level of understanding of the example.

**PICK YOUR OWN #1 - #4 (125 pts each = 500 pts):** For each of the “Pick Your Own” assignments, you will choose from 3 – 4 project ideas that meet the task requirements. These assignments will cover the four relationship categories we have discussed in class including Family, Work, Friends, and Love. These assignments will be explained in further detail on CANVAS.

**REFLECTIONS (25 pts each = 50 pts):** Reflections will be given throughout the semester to show insight and interpretation of selected topics. All Reflections should be clearly written and well-organized. These papers should be 3 – 4 pages, double-spaced, and should follow the assignment format listed above. All citations should be in APA format. Reflections will be turned in on CANVAS by midnight on the due date. More instructions will be provided in class.

## CONTACT ME

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I am here to help you! Please let me know if you have any concerns, questions, or problems throughout the semester. Students are encouraged to meet with me during office hours as regularly posted. I recognize that these hours may not accommodate all schedules, so feel free to set up another appointment with me. I can also be reached via email. I will do my best to respond to you as quickly as I can. Assignments will not be accepted through email.