

CMN 3660-600

Communication and Conflict Management

3 credit hours
Fall 2019

Professor: Dr. Elizabeth Gill

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Office: Buzzard 2423

Office Hours:

MWF 11:15 – 12:45pm

Course Description

This course examines the nature of interpersonal conflict, its causes and consequences. The focus is on application of communication theories and research that illuminate why people behave as they do in conflict. The course also focuses on how to effectively manage conflicts and improve interpersonal communication quality.

Course Objectives

1. Students will be able to *explain* the nature of conflict in interpersonal relationships, groups, organizations, and society more broadly.
2. Students will *recognize* the importance of power, face-saving, and perspective-taking in navigating conflicts.
3. Students will be able to *analyze* their personal reactions to conflict.
4. Students will be able to *implement* techniques to manage conflict in personal and professional contexts.
5. Students will *build* communication and analytical skills to handle conflict more effectively.
6. Students will learn how to *improve* interpersonal communication and foster trust in relationships.

Text Books

Folger, J., Poole, M., & Stutman, R. (2012). *Working Through Conflict: Strategies for Relationships, Groups, and Organizations* (7th edition). New Jersey: Routledge.

Wilmot, W. & Hocker, J. (2013). *Interpersonal Conflict* (9th edition). Burr Ridge, IL: McGraw-Hill.

Teaching Format

This is a technology delivered (TD) course (meaning the learning environment is completely online in Desire2Learn). It applies discussion, critical thinking and reflection. All assignments will be submitted to the instructor in D2L. An integrative, collaborative, and experiential teaching and learning approach will be utilized throughout this course. The instructor is a facilitator; one who is there to assist and provide input into the educational process. You are expected to actively engage in all aspects of the course in order to successfully meet course objectives.

Learning Modules

Navigate through D2L first to become familiar with all the course components. Students will access all assignments in the D2L learning modules. There are a total of 16 weeks/modules in the course. Modules will become accessible at 8am each Monday. Any assignments in the module (quizzes, exams and/or discussion posts) must be completed by 7:59am the following Monday (prior to the opening of the next module). **Note that Exam 4, which will be completed during final exam week, must be completed by noon on Thursday, December 12th, when the course closes.**

General Expectations

- Please keep current in class. If something happens that is going to cause you to fall behind, contact me **immediately**. An extension will not be granted unless there is a serious, documented, and university-approved reason necessitating one.
- Since this is an online course, your attendance will be determined by your level of class participation and assignment completion.
- Contact me via Panthermail or d2l mail with any questions or concerns you have as they arise. I will do my best to respond to all queries within 24 to 36 hours.

Discussion Etiquette

Eastern Illinois University (EIU) is committed to open, frank, and insightful dialogue in all of its courses. Diversity has many manifestations, including diversity of thought, opinion, and values. We encourage all learners to be respectful of that diversity and to refrain from inappropriate commentary. Should such inappropriate comments occur, the instructor will intervene as she monitors the dialogue in the course. The instructor will request that inappropriate content be removed and will recommend university disciplinary action. Learners as well as faculty should be guided by common sense and basic etiquette. The following are good guidelines to follow:

- Never post, transmit, promote, or distribute content that is known to be illegal.
- Never post harassing, threatening, or embarrassing comments.
- If you disagree with someone, respond to the subject, not the person. Conflicts of ideas are encouraged, while conflicts of feelings are discouraged.
- Never post content that is harmful, abusive; racially, ethnically, or religiously offensive; vulgar; sexually explicit; or otherwise potentially offensive.

Course Requirements

Exams – There will be four exams. Each exam will consist of 50 multiple choice and true/false questions. You may only take each exam once and you will have 75 minutes to complete it. Although you may use your textbooks, you will find that this will consume your time. Therefore, I suggest studying and knowing the content very well before taking the exam. A review sheet is provided for each exam.

Quizzes – There will be a quiz every week except for exam weeks, totaling 12 quizzes. Each quiz will be available as soon as the module it is associated with opens. Quizzes, along with any other assignment due in each module, must be completed before 7:59am the Monday after the module opens (see attached schedule). Each quiz will consist of 5 true/false questions, worth 2 points each. You will have 8 minutes to complete the quiz once it has started. You may take each quiz only once. Please read the assigned chapters before taking the module quiz.

Discussion Posts – Your participation in the course is essential to your success. One way that participation is gauged is via your engagement with four course discussions across the semester (occurring in weeks 1, 3, 7, and 11). A minimum of 250 words must be used to answer the questions posed. Your response should answer the question thoughtfully and should incorporate what you have learned from relevant weekly modules.

*Discussion posts will be graded according to the following guidelines:

- Correct use of course content
- Depth of analysis
- Succinct and professional tone
- Correct spelling and grammar
- Must be at least 250 words

Relationship Journal – You will write journal entries at three different points in this class (occurring in weeks 5, 10, and 14). Ideally the journal entries will follow a single relationship, chosen at the beginning of the semester. A question or prompt will be posted in those modules for you to answer in your journal entry. Each journal entry should be typed, double-spaced, 2 to 3 pages, and submitted via the provided d2l dropbox.

Point Distribution:

Assignment:	Points:
Quizzes (12 @ 10 pts)	120
Discussion Posts (4 @ 20 pts)	80
Exams (4 @ 100 pts)	400
Relationship Journal (3 @ 25 pts)	75
Total:	675

Final Evaluation:

- 90% and above= A
- 80 – 89% = B
- 70-79% = C
- 60-69% = D
- 59% and below = F

Course Policies

Student Responsibilities

Students ultimately are responsible for their learning and success in class. Reading assignments, taking notes, actively engaging in online discussions, asking questions, and consulting with the professor will help you learn and succeed. Students are responsible for all assigned reading material. **In a technology-delivered format it is essential for you to keep up with all course material and assignments. *Students must be proactive to be successful in this class!***

Plagiarism and Cheating

Plagiarism and/or cheating will result in a "0" for the exam or activity and probable failure in the course. Plagiarizing includes presenting someone else's work as your own. Cheating includes activities such as using unauthorized materials or assistance, copying from other students, and not completing your own work.

Late Work

Late work will not be accepted. Assignments, exams, quizzes or discussion posts not completed by the specified due dates will receive a zero.

Student Email Addresses

The Department of Communication Studies requires each student to use his/her university email address for any class, department, college, or university email correspondence. The university email address is used for many purposes, including accessing d2l and PAWS, receiving billing statements from the library, and receiving departmental correspondence and announcements through the undergraduate listserv. For information on how to obtain your email address or to obtain a password, please visit the following web address: <http://www.eiu.edu/~itshelp/email/index/php>.

Incompletes

Incompletes will be granted only under very stringent conditions (e.g., serious illness or accident). Students who experience an extended absence should investigate withdrawal from the university.

Academic Integrity

Students are expected to maintain principles of academic integrity and conduct as defined in EIU's Code of Conduct (<http://www.eiu.edu/judicial/studentconductcode.php>). Violations will be reported to the Office of Student Standards.

Disruptive and disrespectful behavior detracts from the learning environment. Unacceptable behavior includes but is not limited to ridiculing class members and using inappropriate language (including name-calling and cursing). Students who violate standards of appropriate behavior will be asked to modify the unacceptable behavior. Points will be deducted for failure to adhere to standards of appropriate student

conduct. Students who violate the conduct code will be asked to leave the class & may be removed permanently.

Please also see the Discussion Etiquette section above.

Students with Disabilities

If you are a student with a documented disability in need of accommodations to fully participate in this class, please contact the Office of Student Disability Services (OSDS). All accommodations must be approved through OSDS. Please stop by Ninth Street Hall, Room 2006, or call 217-581-6583 to make an appointment.

The Student Success Center

Students who are having difficulty achieving their academic goals are encouraged to contact the Student Success Center (www.eiu.edu/~success) for assistance with time management, test taking, note taking, avoiding procrastination, setting goals, and other skills to support academic achievement. The Student Success Center provides individualized consultations. To make an appointment, call [217-581-6696](tel:217-581-6696), or go to 9th Street Hall, Room 1302.

Schedule of Weekly Modules and Assignment Closing Dates

***Key:**

FPS- Folger, J., Poole, M., & Stutman, R. (2012). *Working Through Conflict: Strategies for Relationships, Groups, and Organizations* (7th edition). New Jersey: Routledge.

WH- Wilmot, W. & Hocker, J. (2013). *Interpersonal Conflict* (9th edition). Burr Ridge, IL: McGraw-Hill.

Week 1 Course introduction and overview; Conflict Defined	Read FPS Introduction & ch.1 Discussion Post #1 Quiz 1	Module Opens: 8/19, 8am Assignments Close: 8/26, 7:59am
Week 2 The Nature of Conflict; Perspectives on Conflict	Read WH ch. 1 & WH ch. 2 Quiz 2	Module Opens: 8/26, 8am Assignment Closes: 9/2, 7:59am
Week 3 The Inner Experience & Conflict Interaction (Conflict Theories)	Read FPS ch. 2 & ch. 3 Quiz 3 Discussion Post #2	Module Opens: 9/2, 8am Assignments Close: 9/9, 7:59am
Week 4 Exam	Study Take exam 1(covers WH1-2, FPS1-3)	Module Opens: 9/9, 8am Assignment Closes: 9/16, 7:59am
Week 5 Interests, Goals & Face-saving	Read WH ch. 3 & FPS ch. 6 Take quiz 4 Relationship Journal (dropbox)	Module Opens: 9/16, 8am Assignments Close: 9/23, 7:59am
Week 6 Power	Read WH ch. 4 & FPS ch. 5 Take quiz 5	Module Opens: 9/23, 8am Assignment Closes: 9/30, 7:59am
Week 7 Emotions	Read WH ch. 6 Take quiz 6 Discussion Post #3	Module Opens: 9/30, 8am Assignments Close: 10/7, 7:59am
Week 8 Exam	Study Take exam 2(covers WH 3,4,6, FPS 5-6)	Module Opens: 10/7, 8am Assignment Closes: 10/14, 7:59am
Week 9 Styles & Tactics	Read FPS ch. 4 & WH ch. 5 Take quiz 7	Module Opens: 10/14, 8am Assignment Closes: 10/21, 7:59am
Week 10 Context & Climate	Read FPS ch. 7 Take quiz 8 Relationship Journal (dropbox)	Module Opens: 10/21, 8am Assignments Close: 10/28, 7:59am
Week 11 Analyzing your conflicts	Read WH ch. 7 Take quiz 9 Discussion Post #4	Module Opens: 10/28, 8am Assignments Close: 11/4, 7:59am
Week 12 Exam	Study Take Exam 3(covers FPS 4,7, WH 5, 7)	Module Opens: 11/4, 8am Assignment Closes: 11/11, 7:59am
Week 13 Managing Conflict & Interpersonal Negotiation	Read FPS ch. 8 & WH ch. 8 Take Quiz 10	Module Opens: 11/11, 8am Assignment Closes: 11/18, 7:59am

Week 14 Third Party Intervention	Read FPS ch. 9 & WH ch. 9 Take Quiz 11 Relationship Journal (dropbox)	Module Opens: 11/18, 8am Assignments Close: 11/25, 7:59am
	11/25 - 12/1 No assigned work Thanksgiving Break	
Week 15 Forgiveness & Reconciliation	Read WH ch. 10 Take Quiz 12	Module Opens: 12/2, 8am Assignments Close: 12/9, 7:59am
Week 16 Final Exams Week	Study Take Exam 4 (covers FPS 8,9, WH 8-10)	Module Opens: 12/2, 8am (Note that the week 16 module will be open for two weeks to allow you adequate time to study and take your final exam) Assignment Closes: Thursday, December 12th, noon