

Syllabus
Conflict Management and Communication
COMS 306
6:00-9:45 Mondays

“ *The hottest places in Hell are reserved for those who in time of great moral crises maintain their neutrality.*” *Dante Aleghieri*

“*Truth springs from argument amongst friends.*” *David Hume*

“*Don’t be afraid of opposition. Remember, a kite rises against; not with, the wind.*”
Hamilton Mabie

“*Non-cooperation is a measure of discipline and sacrifice, and it demands respect for the opposite views.*” *Mohandas K. Gandhi*

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Course Web Page:

<http://www.roadspeakers.com/jwrench/courses/306>

COURSE DESCRIPTION

Analysis of the communication dynamics involved in managing interpersonal and organizational conflicts. Examination of theory and research related to conflict management. Emphasis on case studies and role-playing conflicts in various interpersonal, group, and organizational settings.

Required Texts:

Littauer, F., & Littauer, M. (2003). *Personality Puzzle* (Spire Ed.). Grand Rapids, MI: Baker Books.

Rosenberg, M. B. (2003). *Nonviolent communication: A language of life* (2nd ed.). Encinitas, CA: Puddle Dancer Press.

Required Workbook:

Wrench, J. S. (2004). *Conflict and communication: A workbook*. [Available in the OUE Copy Center]

Recommended Books:

Leu, L. (2003). *Nonviolent communication: Companion workbook – A practical guide for individual, group, or classroom study* (2nd ed.). Encinitas, CA: Puddle Dancer Press.

Important Websites:

- American Psychological Association’s Style website - <http://www.apastyle.org>
- National Communication Association – <http://www.natcom.org>
- Eastern Communication Association – <http://www.ecasite.com>
- International Communication Association – <http://www.icahdq.org/>
- Interactive Statistical Calculation Page - <http://www.icahdq.org/>
- Research Methods Knowledge Base - <http://trochim.human.cornell.edu/kb/>
- James C. McCroskey, Ed. D. - <http://www.jamescmcroskey.com/>
- Virginia P. Richmond, Ph. D. - <http://www.virginiaprichmond-phd.com/>
- Jason S. Wrench, Ed. D. - <http://www.roadspeakers.com/jwrench/>

GRADING

GRADE	PERCENTAGE
A	93-100
A-	90-92
B+	87-89
B	83-86
B-	80-82
C+	77-79
C	73-76
C-	70-72
D+	67-69
D	63-66
D-	60-62
F	59 and below

ASSIGNMENTS

- 2 Tests
 - Test # 1 (20) _____
 - Test # 2 (25) _____
 - 3 Conflict Papers
 - Paper # 1 (10) _____
 - Paper # 2 (15) _____
 - Paper # 3 (20) _____
 - Class Participation & In-class activities (10) _____
 - Extra Credit (x) _____
- TOTAL** _____

- You should monitor your own grades. It is very helpful to know your standing in the course at any time during the semester. Since the passing of the Buckley Amendment by Congress, I am not allowed to give grades over the phone or Internet. However, you may inquire about your grades at anytime in person. Additionally, you may inquire in person about your final exam grade after you have received your semester grade reports through the mail from the university.

Course Procedures

Attendance

Punctual attendance is expected at all class sessions. If you participate in University sponsored activities (e.g., intercollegiate sports), you must inform your instructor ***before*** you are absent. Ohio University policy regarding attendance will be followed. Students are responsible for all missed work.

Learning Activities

In-class learning activities must be submitted on time and **cannot** be made up at all.

Paper Policy

If you are a student in LCC, your paper should be e-mailed to me at wrench@ohio.edu prior to the beginning of class on the day the paper is due. If you are snail-mailing your paper, it should be postmarked on the day the paper is due. All papers should be submitted in Microsoft WORD. OUE students will turn in their papers during the first five minutes of class, or e-mail them to me using the same instructions as the LCC students. If your paper is late, it will automatically receive a reduction of one letter grade per day that it is late. If you have a legitimate, documentable excuse for why your paper cannot be turned in during the class period when the paper is due, you need to contact me as soon as humanly possible. If you know you will be absent prior to the date a paper due, please turn your paper in early.

Examination Policy

Because of the nature of this class, examinations will be take home. A week before examinations are due, you will be given a list of essay questions that you are to have completed on or before the day of the exam. If you are a student in LCC, your exam should be e-mailed to me at wrench@ohio.edu prior to the beginning of class on the day the exam is due. If you are snail-mailing your exam, it should be postmarked on the day the paper is due. OUE students will turn in their examinations during the first five minutes of class. If your examination is late, it will automatically receive a reduction of one letter grade per day that it is late. If you have a legitimate, documentable excuse for why your exam cannot be turned in during the class period when the exam is due, you need to contact me as soon as humanly possible.

Examination questions will be posted immediately after class on the course website. If you have

a problem accessing the questions, e-mail me immediately for help.

Extra Credit is not guaranteed in this course, but if opportunities arise they will be announced in class.

ACADEMIC INTEGRITY

Honesty and originality are expected in all the work you present in this class. Proper citation and documentation of others' work is required on all oral and written assignments. Plagiarism, cheating, or unethical behavior of any kind will not be tolerated. For more information, please see the Ohio University Student Handbook.

AMERICAN WITH DISABILITIES ACT

Any student, who, because of a disability, may require some special arrangements as prescribed by Ohio University in order to meet course requirements should contact me as soon as possible to make necessary accommodations. Accommodations will be made, but I must be aware of your needs in order to make proper accommodations.

COURSE SCHEDULE

Please note the schedule given on the first day of class is a tentative schedule and changes can be made at the instructor's/course administrator's discretion. To keep on top of any possible changes in the course schedule, regular attendance in class is necessary.

READINGS

All readings shall be completed before class on the day those readings are being discussed.

Tentative Schedule of Course Events

Week Of	Monday Evenings	Assignments Due This Week
3/29/04	Unit One: Conflict and Communication	
READING		
4/5/04	Unit Two: Traits and Types of Conflict	
READING		
4/12/04	Unit Three: Personality Puzzle	Have <i>Personality Puzzle</i> read by this date.
READING		
4/19/04	Unit Four: Conflict Styles, Strategies, and Tactics	Paper # 1 Due
READING		
4/26/04	Unit Five: Introducing Nonviolent Communication	Read Chapters 1-9 in NVC
READING		
5/3/04	Unit Six: Theories and Cycles of Conflict	Midterm due
READING		
5/10/04	Unit Seven: Relationships	Paper # 2 Due
READING		
5/17/04	Unit Eight: Gender and Culture in Conflict Unit Nine: Anger and Stress	Read Chapters 10-11 in NVC
READING		
5/24/04	Unit Ten: Negotiation, Mediation, and Termination of Conflicts	
READING		
5/31/04	Memorial Day – No Classes	Conflict Journal Due by 5:00 on June 1 st 2004
READING		

Final is due June 7th by 5:00 PM.

Paper # 1 is a Family Conflict Profile

Paper # 2 is a Conflict Analysis Paper

Paper # 3 is a Conflict Journal Paper