1IS2020 Conflict Communication (COM-326-01A)   SF

Syllabus

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Syllabus

COM-326: Conflict Communication

Written By: Carolyn Thompson

Course Updated: November 2017

Course Description

COM-326 explores the role of communication in managing interpersonal, group, and organizational conflict. The course introduces students to conflict management strategies and techniques for resolution.

Credit Hours: 3
Prerequisite Courses: COM-110
Prerequisite Skills and Knowledge: Basic background in communication principles and theories

Course Outcomes

Upon successful completion of this course, you should be able to:

1. Understand the meaning and scope of conflict, and the role communication plays in its

    management and resolution.

2. Integrate conflict management theory and practice with a Biblical worldview.
3. Analyze conflict in dyadic communication, small groups, and organizational contexts.
4. Interpret, develop, and apply theories and strategies for conflict management and resolution in current case studies.

Course Textbooks

Cahn, D. & Abigail, R.A. (2014), *Managing Conflict through Communication*, 5th edition, Pearson

    Education, Inc.

IWU Diversity Statement

IWU, in covenant with God's reconciling work and in accordance with the Biblical principles of our historic Wesleyan tradition, commits to build a community that reflects Kingdom diversity.

We will foster an intentional environment for living, teaching, and learning, which exhibits honor, respect, and dignity. Acknowledging visible or invisible differences, our community authentically values each member's earthly and eternal worth. We refute ignorance and isolation and embrace deliberate and courageous engagement that exhibits Christ's commandment to love all humankind. (2016)

Grading Scale

NOTE: In graduate level courses, a grade of C- or below will require the course to be repeated.

Grade	Quality Points Per Credit	Percentage	Score
A	4.0	95%–100%	950–1000
A-	3.7	92%–94.9%	920–949
B+	3.3	89%–91.9%	890–919
B	3.0	85%–88.9%	850–889
B-	2.7	82%–84.9%	820–849
C+	2.3	79%–81.9%	790–819
C	2.0	75%–78.9%	750–789
C-	1.7	72%–74.9%	720–749

D+	1.3	69%–71.9%	690–719
D	1.0	65%–68.9%	650–689
F	0.0	0%–64.9%	0–649

Grading Policies

Your grading policy for your course is dependent on your school and program. Your grading policies can be found in the IWU Catalog.

Letter Grade Equivalencies

NOTE: In graduate level courses, a grade of C- or below will require the course to be repeated.

Grade	Description of Work
A	Clearly stands out as excellent performance. Has unusually sharp insights into material and initiates thoughtful questions. Sees many sides of an issue. Articulates well and writes logically and clearly. Integrates ideas previously learned from this and other disciplines. Anticipates next steps in progression of ideas. Example "A" work should be of such nature that it could be put on reserve for all cohort members to review and emulate. The "A" cohort member is, in fact, an example for others to follow.
B	Demonstrates a solid comprehension of the subject matter and always accomplishes all course requirements. Serves as an active participant and listener. Communicates orally and in writing at an acceptable level for the degree program. Work shows intuition and creativity. Example "B" work indicates good quality of performance and is given in recognition for solid work; a "B" should be considered a good grade and awarded to those who submit assignments of quality less than the exemplary work described above.
C	Quality and quantity of work in and out of class is average. Has marginal comprehension, communication skills, or initiative. Requirements of the assignments are addressed at least minimally.
D	Quality and quantity of work is below average. Has minimal comprehension, communication skills, or initiative. Requirements of the assignments are addressed at below acceptable levels.

F	Quality and quantity of work is unacceptable and does not qualify the student to progress to a more advanced level of work.

Course Assignments

Course Summary

Week	Module	Devotional	Discussion	Assignment	Total
Week One	Module One	1/5	0/0	1/80	80
	Module Two	0/0	1/75	0/0	80
Week Two	Module Three	1/5	0/0	1/60	60
	Module Four	0/0	0/0	1/55	60
Week Three	Module Five	1/5	1/45	0/0	50
	Module Six	0/0	0/0	1/70	70
Week Four	Module Seven	1/5	1/65	0/0	70
	Module Eight	0/0	1/30	1/70	100
Week Five	Module Nine	1/5	1/45	0/0	50
	Module Ten	0/0	1/30	1/120	150
Week Six	Module Eleven	1/5	0/0	1/75	80
	Module Twelve	0/0	0/0	1/150	150
	Course Totals	**6/30**	**270**	**700**	**1000**

Module One Outline

Title	Due Dates

1.1 Discussion: Forgiving God of Unity and Peace	Due by the end of the module
1.2 Assignment: Conflict Communication	Due by the end of the module

Module Two Outline

Title	Due Dates
2.1 Discussion: Faith and Conflict	Due by the end of the module

Module Three Outline

Title	Due Dates
3.1 Discussion: Forgiveness, Kindness and Compassion	Due by the end of the module
3.2 Assignment: Conflict and Forgiveness	Due by the end of the module

Module Four Outline

Title	Due Dates
4.1 Assignment: Action Plan Paper	Due by the end of the module

Module Five Outline

Title	Due Dates

5.1 Discussion: Jesus, Assertive...?	Due by the end of the module
5.2 Discussion: Assertiveness and Confrontation	Initial post due by the end of the fourth day o module; two responses due by the end of the

Module Six Outline

Title	Due Dates
6.1 Assignment: Conflict Climate	Due by the end of the module

Module Seven Outline

Title	Due Dates
7.1 Discussion: Forgiving is Powerful	Due by the end of the module
7.2 Discussion: Face Management	Initial post due by the end of the fourth day o module; two responses due by the end of the

Module Eight Outline

Title	Due Dates
8.1 Discussion: Physical Violence	Initial post due by the end of the fourth day o module; a response to two classmates' postin; due by the end of the module
8.2 Assignment: Stand Where You Stand?	Due by the end of the module

Module Nine Outline

Module Nine Outline

Title	Due Dates
9.1 Discussion: Wisdom in Negotiation	Due by the end of the module
9.2 Discussion: Conflict through Negotiation	Initial post due by the end of the fourth day o module; two responses due by the end of the

Module Ten Outline

Title	Due Dates
10.1 Discussion: Mediation Observation	Initial post due by the end of the fourth day o module; two responses due by the end of the
10.2 Assignment: Best Alternative to a Negotiated Agreement (BATNA)	Due by the end of the module

Module Eleven Outline

Title	Due Dates
11.1 Discussion: Believe Truth	Due by the end of the module
11.2 Assignment: Intractable Essay	Due by the end of the module

Module Twelve Outline

Title	Due Dates
12.1 Assignment: Mediation Observation	Due by the end of the module

End of Course Survey	Due by the end of the module

*These times are only estimates. Actual assignment completion times will vary.

Course Development Resources

Folger, J. and Poole, M. (2012). *Walking Through Conflict.* New York: Pearson Education, Inc.

To better assist students, the OCLS library resources page provides a helpful guide to facilitate a more detailed understanding of how to use APA in academic writing (http://www2.indwes.edu/style_guide.html). Your instructors and the librarians of OCLS are available to answer questions that may arise. Proper use of APA writing style, as specified in the assignment and/or rubric, will be considered in scoring your assignment.

Expectations, Policies, and Important Student Information

School/Division	Link
DeVoe School of Business Division of Liberal Arts School of Services and Leadership	View School/Division Expectations, Policies, and Student Information
School of Educational Leadership	View School/Division Expectations, Policies, and Student Information
Wesley Seminary @ IWU	View School/Division Expectations, Policies, and Student Information
Nursing - Undergraduate	View School/Division Expectations, Policies, and Student Information
Nursing - Graduate	View School/Division Expectations, Policies, and Student Information

Course Development Resources

1. Folger, J. and Poole, M. (2012). *Walking Through Conflict.* New York: Pearson Education, Inc.

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Expectations, Policies, and Important Student Information

Expectations

Instructor Expectations of Students

- Submit assignments on time. If there are circumstances beyond your control, discuss possible options for completion with your instructor.
- Accomplish work on your own unless otherwise instructed (i.e., do not cheat or plagiarize).
- Contribute substantively to discussions according to assignment guidelines provided.
- Contribute to discussions throughout each workshop rather than waiting until the end of the workshop.
- Contribute substantively to group assignments (if required in course).
- After spending a reasonable amount of time on it, ask your instructor if you do not understand content or instructions. Ask for help early while there is time to fix problems.
- Treat other students courteously and respectfully.
- Every time you enter your course, read and abide by postings made in the Announcements and Faculty Forum. These postings are critical.

Students' Expectations of Instructor

- Set a friendly, open, and encouraging learning environment.
- Guide discussions as needed.
- Set clear rules, standards, and expectations.
- Provide workshop grades and feedback within seven days of assignment due date.
- Provide final grades and feedback within seven days after the last day of class.
- Ensure students treat each other respectfully.
- Respond to student inquiries within 48 hours.

Policies

Late Policy

- No credit is available for postings of any kind made in the discussion forums after a given workshop ends.
- If your instructor approves your submission of late assignments, each assignment score will be penalized 10% per day up to five days late. After the end of the fifth day, late assignments will not be accepted. An assignment is a paper, a project, a team presentation, etc., but not a discussion or quiz/test.
- No late assignments will be accepted after the close of the final workshop.
- **Unless otherwise stated by the course instructor, all assignments are due by 11:59pm EST.**

Attendance Policy

Onsite:

Students are expected to be present when class begins, and remain the entire workshop. To be counted present, a student must attend a total of three hours or more of a class that is four hours in length, or four and one-half hours or more of classes that are six hours in length.

Online:

Attendance is determined by activity during a workshop, either through discussions or submission of assignments. A student is reported absent for a workshop if there is not at least one submission (or posting) of an assignment or in a discussion forum assigned during that workshop.

Withdrawal Policy

Students needing to withdraw while in a course may do so by arrangement with the Office of Student Services prior to the end of the course, but the regular refund and academic withdrawal policies apply.

University Policies

- CAPS Catalog - https://www.indwes.edu/catalog
- College of Adult and Professional Studies Policies - http://indwes.smartcatalogiq.com/en/2016-2017/Catalog/College-of-Adult-and-Professional-Studies-CAPS/Policies-and-General-Information-CAPS

DeVoe School of Business

- College of Adult and Professional Studies Policies and General Information *(Attendance Policy; Computer Requirements; Honesty, Cheating, Plagiarism, and Forgery Policy; and Student Address/Email Information are found here.)*
- Undergraduate Business Programs
- Graduate Business Programs
- DeVoe School of Business Website
- The DeVoe Report Digest *(The DeVoe Report Digest provides applicable insight into best business practice with credible commentary on current marketplace events.)*

School of Service and Leadership

- School of Service and Leadership Policies - http://indwes.smartcatalogiq.com/en/2014-2015/Catalog/College-of-Adult-and-Professional-Studies-CAPS/Copy-of-School-of-Service-and-Leadership
- Graduate Studies in Leadership Division Polices - http://indwes.smartcatalogiq.com/en/2014-2015/Catalog/College-of-Adult-and-Professional-Studies-CAPS/Copy-of-School-of-Service-and-Leadership/Graduate-Studies-in-Leadership-Division
- Attendance Policy - http://indwes.smartcatalogiq.com/en/2014-2015/Catalog/College-of-Adult-and-Professional-Studies-CAPS/Policies-and-General-Information-CAPS/Academic-Information-CAPS/Attendance-Policy-CAPS
- Computer Requirements - http://indwes.smartcatalogiq.com/en/2014-2015/Catalog/College-of-Adult-and-Professional-Studies-CAPS/Policies-and-General-Information-CAPS/Academic-Information-CAPS/Computer-Requirements-CAPS
- Honesty, Cheating, Plagiarism, and Forgery Policy - http://indwes.smartcatalogiq.com/en/2014-2015/Catalog/Indiana-Wesleyan-University-at-a-Glance/Honesty-Cheating-Plagiarism-and-Forgery
- Student Address/Email Information - http://indwes.smartcatalogiq.com/en/2014-2015/Catalog/College-of-Adult-and-Professional-Studies-CAPS/Policies-and-General-Information-CAPS/General-Information-CAPS/Student-AddressEmail-Information

Division of Liberal Arts

- School of Service and Leadership Policies - http://indwes.smartcatalogiq.com/en/2014-2015/Catalog/College-of-Adult-and-Professional-Studies-CAPS/Division-of-Liberal-Arts
- Attendance Policy - http://indwes.smartcatalogiq.com/en/2014-2015/Catalog/College-of-Adult-and-Professional-Studies-CAPS/Policies-and-General-Information-CAPS/Academic-Information-CAPS/Attendance-Policy-CAPS
- Computer Requirements - http://indwes.smartcatalogiq.com/en/2014-2015/Catalog/College-of-Adult-and-Professional-Studies-CAPS/Policies-and-General-Information-CAPS/Academic-Information-CAPS/Computer-Requirements-CAPS
- Honesty, Cheating, Plagiarism, and Forgery Policy - http://indwes.smartcatalogiq.com/en/2014-2015/Catalog/Indiana-Wesleyan-University-at-a-Glance/Honesty-Cheating-Plagiarism-and-Forgery
- Student Address/Email Information - http://indwes.smartcatalogiq.com/en/2014-2015/Catalog/College-of-Adult-and-Professional-Studies-CAPS/Policies-and-General-Information-CAPS/General-Information-CAPS/Student-AddressEmail-Information

Important Student Information

Off Campus Library Services

As an IWU student, you have library privileges through Off Campus Library Services. Go to http://www.indwes.edu/ocls/ to learn more about the library. These are your privileges. Services provided include:

- Access to books (print and e-books), article databases, services and web resources.
- Access to many full text articles.
- Document delivery, which includes mailing print books, scanning PDF articles (that are only available in paper in the IWU library), providing a service of interlibrary loan whereby items not owned by IWU are obtained on your behalf from other libraries that own the item.
- Consultation with APA writing style. The librarians are not editors, but they are extremely knowledgeable about APA and are glad to answer your specific questions regarding correct ways to use APA.
- Provision of customized research guides for your particular topic that will walk you through the steps to locate appropriate articles/books on your topic.
- A general go-to source for helping you find information for your research projects.

In order to use many of the library databases, you either need your MyIWU credentials OR the Library Access Number sent to you via email from OCLS. It will be needed to get into the proprietary subscription-based databases; to check out print books and for some classes you will be asked to access specific articles as additional reading. Links directly to these articles will be provided.

If you need help, contact OCLS; 800-521-1848 or http://www2.indwes.edu/forms/request.aspx.

APA Writing Style

APA (American Psychological Association) writing style, based on the *Publication Manual of the American Psychological Association*, 6th ed., is the foundation for all academic writing in for non-residential students. All students will be required to adhere to the formatting, citing and documentation of all sources used in a research paper per the guidelines of APA. Resources for learning APA and resources for using APA are provided as follows:

- Some programs purchase the *Publication Manual of the American Psychological Association*, 6th ed.
- *APA 6e Guide*, available at http://www2.indwes.edu/APA/APA6eGuide.pdf. This resource also includes some specific references entries for IWU specific resources, e.g. catalog, IWU library databases, etc.
- OCLS APA Resource page, that includes a Word template; APA checklist; APA focused videos, etc.,at: http://www2.indwes.edu/style_guide.html
- APA Style CENTRAL, includes a personalized learning system for APA and an interactive APA template for writing and saving papers.
- Off Campus Library Services librarians, http://www2.indwes.edu/forms/request.aspx or 800.521.1848.

Special Needs

If you need accommodations for your course, you can email ADARequest@indwes.edu with your request, and you will be forwarded forms to fill out and return. Once all forms are received and reviewed, a determination is made on reasonable accommodations and you will receive an Academics Adjustment Notification. You will be required to give this notification to your instructor before the beginning of each of your courses.

Smarthinking

Access to both live and online tutoring can be found through your course under *Content>>Course Dashboard>>IWU Resources*.

Netiquette

In the online classroom, people cannot see your face, they cannot hear the tone or inflection of your voice, and

Reflect in ePortfolio   Download   Print

Open with docReader

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Activity Details	Completion Summary

☐   Task: View this topic