

Communication and Conflict Management 3330

Tuesday, Thursday 8:00am–9:20am, Journalism 216

Instructor: Dr. Olga Kamenchuk
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Office Hours: Tuesday/Thursdays 9:30-10:30am

Course Description

This course introduces students to the field of conflict analysis and management. It teaches how to describe conflict accurately, how to assist parties in resolving it, how to negotiate and to conduct mediation, and how to manage anger, aggression and bullying that lead to destructive conflict developments. The class materials also cover important topics for successful conflict analysis and management: effects of culture and subculture, as well as application of diverse reconciliation methods to conflict resolution. The students will learn skills that will be useful for application in a variety of settings: workplace, family, media, elections, business, etc...

Required Textbook & Readings

There is one required textbook for this course that should be available from the book store:

Jandt, F.E. (2017). *Conflict and Communication*. SAGE.

In addition, readings will be posted on Canvas as noted in the syllabus.

Grading Policies

You need to 1) read the assigned materials in the textbook and on Canvas and 2) attend class regularly as the exams will focus on the assigned readings and lecture equally. The breakdown of assignments and portion of your overall grade is as follows:

Exams (3) - 75% (25% each, see below)

Essay (1) - 15%

Attendance and Class Participation - 10%

Exams (75%)

There will be 2 in-class exams and one exam during finals week. Cumulatively, the exams will account for 75% of your overall grade. Each exam will consist of 50 multiple choice questions using scantron sheets and will cover the material in the preceding weeks as noted in the syllabus. A study guide for each exam will be made available at least 4-5 days before the exam.

VERY IMPORTANT:

- **BRING AT LEAST ONE #2 PENCIL TO EACH EXAM; NO PENCILS WILL BE PROVIDED BY THE PROFESSOR.**
- **BRING A VALID OSU ID (I.E., YOUR “BUCK•I•D” CARD) OR A VALID DRIVERS LICENSE ON EXAM DATES AS YOU WILL NEED TO SHOW PROOF OF IDENTITY TO TURN IN YOUR EXAM.**
- **WE RESERVE THE RIGHT TO WITHHOLD THE EXAM IF YOU ARRIVE MORE THAN 10 MINUTES LATE ON EXAM DAYS (I.E., YOU WILL RECEIVE A ZERO ON THE EXAM). AND, IF YOU ARRIVE AFTER THE FIRST PERSON HAS COMPLETED/LEFT THE EXAM, YOU WILL ABSOLUTELY NOT BE ALLOWED TO TAKE THAT EXAM (I.E., YOU WILL RECEIVE A ZERO ON THE EXAM). PLEASE USE THE REST ROOM BEFORE THE EXAM; STUDENTS WILL NOT BE PERMITTED TO LEAVE THE CLASSROOM ONCE THE EXAM HAS BEGUN UNTIL THEY TURN IN THEIR EXAM.**

EXAM MAKE-UP POLICY

Exams are given only once at the time scheduled in the syllabus. No make-up exams are given for any reason. Exams will not be given early or late. If you miss an exam, you receive a zero, no exceptions. If you talk during the exam with another student, I will assume that your discussion is about the exam itself, and this will be treated as a violation of the Code of Student Conduct. Other forms of academic misconduct will be prosecuted according to accepted University procedures (see below).

The only exceptions to these rules are tragic, extraordinary, and totally unforeseen personal circumstances that are convincingly documented to your TA or the Professor no later than 24 hours after the date the exam is scheduled. Buses not running on time, car problems, misbehaved pets, missed or cancelled airline flights, job interviews, attendance at family social functions, sporting events, and previously scheduled vacations are not valid excuses for missing an exam. Do not approach me or the TA at the end of the quarter with a medical excuse for poor performance or missing exams or assignments earlier in the quarter. The time to talk to us is when the problem first arises. We follow this policy strictly, and documentation produced more than 48 hours after the exam simply will not be accepted, regardless of how valid or compelling it seems to you.

An Essay (15%)

An essay writing assignment applying knowledge from the class will be provided. It will be worth 15% of your final grade. The tentative due date of the paper is listed in the course schedule. It will consist of the production of 5 page double-spaced paper.

Lecture Attendance

You are expected to attend lectures regularly as more than decent percentage of the material on the exams is presented only during the lecture period of the class. **If you don't attend the lectures consistently, you will not do well in this course.** Material from the films shown in class will be included on the exams and quizzes. Besides, by attending the lectures regularly you will not miss the chance for extra credit to your final grade.

Extra Credit

During the course of the semester you will have a chance to receive extra 3% to your final grade by participating in blitz quizzes that I will be conducting at the beginning of each class. During the first 5-10 minutes of the class I will be calling out 3 students out of the list of those registered to the course. Each of the students will receive 1 question based on the reading assigned for the day of that class. The students are to orally provide short answers (1-2 minutes) to the question in order to receive an extra point to their final grade. The questions will not be too difficult to require time for preparation of an answer, but will be based on the reading, thus motivating you not only to come to class and to be on time, but also to read the assigned reading.

This extra credit opportunity is not an obligation, but a chance for the student who is called out to answer the question, so she/he can decline participating, but then she/he will not be able to “retake” that chance later – as the student will receive a “minus” against his name for one of the extra credit chances. The students will be called out randomly (3 times each) during the semester, thus getting a chance for 3 extra percent points if they answer all 3 questions correctly.

Cell Phones and General Politeness

A ringing cell phone during a lecture or discussion is annoying to the instructor (i.e., me) and others in the room. Please be respectful of those around you by turning off your cell phone prior to the start of lecture. If you anticipate that you will need to leave the lecture hall before the end of a lecture, please select a seat near the edge of a row or in the back of the room to avoid disrupting others when you leave. To maintain an atmosphere conducive to learning, please be courteous to other members of the class and treat them with the dignity and respect that you expect from others.

Professor’s Use of Electronic Mail and Messaging

There may be occasions where I will need to get in touch with you outside of regular class hours. Email will usually be the first means by which contact will be initiated. It is important that you check your OSU email account regularly, and make sure you purge your account of unneeded email so that new email can get through. If you do not use your OSU email address as your primary email account, please arrange through OIT to have your OSU email forwarded to your preferred account. For instructions on how to have your email forwarded, see http://8help.osu.edu/forms/mail_forwarding.html.

Some Words About Academic Honesty

It is your responsibility to complete your own work as best you can in the time provided. The Ohio State University’s Code of Student Conduct (Section 3335-23-04) defines academic misconduct as: “Any activity that tends to compromise the academic integrity of the University, or subvert the educational process.” Examples of academic misconduct include (but are not limited to) plagiarism, collusion (unauthorized collaboration), copying the work of another student, possession of unauthorized materials during an examination, and falsification of laboratory or other data. Ignorance of the University’s Code of Student Conduct is never considered an excuse for academic misconduct, so I recommend that you review the Code of Student Conduct and, specifically, the sections dealing with academic misconduct at http://studentaffairs.osu.edu/resource_csc.asp

Academic misconduct is a serious offense, and it is my responsibility to make sure it does not occur. If I suspect that a student has committed academic misconduct in this course, I am obligated by University Rules to report my suspicions to the Committee on Academic Misconduct (COAM). If COAM determines that you have violated the University's Code of Student Conduct, the sanctions for the misconduct could include a failing grade in this course and suspension or dismissal from the University. If you have any questions about this policy or what constitutes academic misconduct, please visit the COAM web page at <http://oaa.osu.edu/coam/home.html>.

Special Accommodations

If you need an accommodation based on the impact of a disability, you should contact the professor to arrange an appointment by the end of the second week of classes. At the appointment we can discuss the course format, anticipate your needs and explore potential accommodations. I rely on the Office for Disability Services for assistance in verifying the need for accommodations and developing accommodation strategies. If you have not previously contacted the Office for Disability Services, I encourage you to do so.

School of Communication & Diversity

The School of Communication at The Ohio State University embraces and maintains an environment that respects diverse traditions, heritages, experiences, and people. Our commitment to diversity moves beyond mere tolerance to recognizing, understanding, and welcoming the contributions of diverse groups and the value group members possess as individuals. In our School, the faculty, students, and staff are dedicated to building a tradition of diversity with principles of equal opportunity, personal respect, and the intellectual interests of those who comprise diverse cultures

LECTURE/READING/EXAM SCHEDULE

DATE	TOPIC	READINGS	Knowledge and skills.
SECTION 1: Analyzing the Conflict			
10-Jan	Conflict in our Lives.	Jandt, Chapter 1, pp. 1 - 23	What is right and wrong about conflicts? <ul style="list-style-type: none">• <i>Conflict: definition and popular myths</i>
12-Jan		Jandt, Chapter 1	<ul style="list-style-type: none">• <i>Intro to conflict management skills</i>
17-Jan	Power and Conflict Styles.	Jandt, Chapter 2, pp. 25 - 50	In what conflict circumstances do we use particular conflict styles? <ul style="list-style-type: none">• <i>Theory of power.</i>• <i>Power imbalances.</i>
19-Jan		Jandt, Chapter 2	<ul style="list-style-type: none">• <i>Conflict styles: avoiding, accommodating, competing, compromising, collaborating, etc..</i>
24-Jan	Deconstructing Conflict	Jandt, Chapter 3, pp. 51 - 72	Based on what information and how we analyze conflicts? <ul style="list-style-type: none">• <i>Data sources for systematic conflict analysis.</i>• <i>Major methods of conflict analysis</i>
26-Jan		Jandt, Chapter 3	<ul style="list-style-type: none">• <i>Change-oriented conflict analysis</i>
31-Jan	Culture and Conflict	Jandt, Chapter 4, pp. 73 - 94	How conflicts and communication patterns differ in various cultures? <ul style="list-style-type: none">• <i>Individualism vs collectivism.</i>• <i>High- and low- context cultures.</i>
2-Feb		Jandt, Chapter 4	<ul style="list-style-type: none">• <i>Face saving. Conflict between cultures.</i>
7-Feb	EXAM #1		
SECTION 2: Managing the Conflict			
9-Feb	Negotiation: Intro.	Jandt, Chapter 5, pp. 95 - 118	How to be an effective negotiator? <ul style="list-style-type: none">• <i>Introduction into Negotiation Strategies, Tactics, Skills and Ethics</i>
14-Feb	International Negotiation.	Canvas Reading: Ikle, pp. 26 -58	When negotiation can help and when it can harm? <ul style="list-style-type: none">• <i>Objectives of negotiation: extension, normalization, redistribution, innovation, side-effects (substitution for violence, deception, propaganda, impact on third parties).</i>
16-Feb		Canvas Reading: Ikle, pp. 59 - 75; pp. 87 - 121	<ul style="list-style-type: none">• <i>Warnings, threats, bluffs and commitments. Inducing to and dissuading from agreement.</i>• <i>Disputes about status.</i>• <i>Agenda, partial agreements, flexibility and rationalization.</i>

21-Feb	Business Negotiation.	Canvas Reading	What to avoid in negotiation for it to be successful? <ul style="list-style-type: none">Forbes tactics for successful business negotiation.Stanford guide to common pitfalls to avoid in negotiation.
23-Feb		Canvas Reading	<ul style="list-style-type: none">Values.Prejudice and stereotyping with special groups: race, gender, age (millenials), etc...
28-Feb	Dealing with Anger, Aggression, and Bullying.	Jandt, Chapter 6, pp. 119 - 144	How to manage our own anger? <ul style="list-style-type: none">How to communicate with "difficult people" ?Expression of anger and anger management.Traits of aggression.
2-Mar		Jandt, Chapter 6	Responsible communication in conflict situations: How to recognize and prevent bullying? <ul style="list-style-type: none">Bullying: school bullying, workplace bullying, cyber-bullying.
7-Mar	Mediation Skills	Jandt, Chapter 7, pp. 145 - 172	The mediation dilemma: fairness or neutrality? <ul style="list-style-type: none">Styles of mediation: evaluative, facilitative, transformative.
9-Mar		Jandt, Chapter 7	<ul style="list-style-type: none">Conducting mediation. Mediation ethics.
9-Mar	ESSAY PAPER DUE		
SPRING BREAK - no classes March 13 - 19			
21-Mar	Online Dispute Resolution	Jandt, Chapter 8, pp. 173 - 192	How to use information and communication technologies in dispute resolution? <ul style="list-style-type: none">Limitations and advantages of online dispute resolution: nonverbal cues, truthfulness, technology and online security.
23-Mar		Jandt, Chapter 8	<ul style="list-style-type: none">The process of online dispute resolution. Telephone. Social media.
28-Mar	Apologies, Forgiveness, and Reconciliation	Jandt, Chapter 9, pp. 193 - 212	What is the quickest way to end the conflict? <ul style="list-style-type: none">Apologies and forgiveness.
30-Mar			How to live and communicate after the conflict? <ul style="list-style-type: none">Reconciliation and justice.
4-Apr	EXAM #2		

SECTION 3: Application of Conflict and Communication Analysis and Management			
6-Apr	Workplace	Jandt, Chapter 10, pp. 213 - 217; Canvas Readings	How to find solutions to workplace conflicts? <ul style="list-style-type: none"> • Sources, outcomes and management of workplace conflict. Forbes keys to dealing with workplace conflict.
11-Apr	Family	Jandt, Chapter 10, pp. 218 - 236	How to find the ways to resolve family conflicts? <ul style="list-style-type: none"> • Family communication and conflict patterns. Third party intervention in family conflict. Generational issues.
13-Apr	Media wars	Canvas Reading: Hoskins & O'Loughlin	How to be responsible journalists, communicators and media consumers in the time of war and conflict? <ul style="list-style-type: none"> • Analyzing war and media: phenomena of compassion fatigue, radicalization and legitimacy.
18-Apr	Elections	Canvas Readings	How to find peace after electoral wars? <ul style="list-style-type: none"> • Conflicts and polarization in the society during the electoral period. • Dividing lines and road maps to reconciliation.
20-Apr	Social Media	Canvas Readings	How to create your personal social media strategy? <ul style="list-style-type: none"> • Causes of conflict in online community. • Harvard Business Review guide to creating personal social media strategy. • Forbes guide to managing ones online reputation.
26-Apr	FINAL EXAM 8AM-9:45AM		

About your Professor

Dr Olga Kamenchuk teaches courses in strategic and political communication at OSU (*Strategic Communication; Communication and Conflict Management; Intercultural Communication*) and conducts research in the areas of political psychology, international communication, public opinion and post-communist countries. She has taught graduate and undergraduate level courses in the leading universities of Austria, Germany, Italy, Russia and US. She has also conducted over 100 opinion research projects for organizations such as the World Bank, the European Commission, the United Nations, Cambridge University, University of Pennsylvania, BBG, Bloomberg, Thomson Reuters, and Asahi Shimbun.

Besides her research and teaching background, Dr Kamenchuk has dedicated over 15 years of her career to work as a director of communication and marketing, press officer, journalist, media editor and consultant, as well as often provided interviews and commentaries to international media (e.g. CNN, Financial Times, The Wall Street Journal, Bloomberg, Reuters, ZDF, BBC, etc...)