

# COMM 3330: COMMUNICATION AND CONFLICT MANAGEMENT

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## Course Overview

This course introduces students to the field of conflict analysis and management. This course teaches how to describe conflict accurately, how to assist parties in resolving it, how to negotiate and manage anger, aggression and bullying that lead to destructive conflict developments.

## Expected Learning Outcomes

Upon completion of this course, you will:

- Be familiar with communication theory regarding conflict behaviors, analysis and management.
- Exhibit knowledge of the conflict styles and how to manage these styles in conflict.
- Demonstrate efficacy in assessing conflict situations through observation and assessment.
- Communicate research-based recommendations and solutions for managing conflict.
- Demonstrate knowledge of conflict negotiation strategies.

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**Instructor:** Shelly R. Hovick, PhD  
Associate Professor  
Office: 3149 Derby Hall  
[hovick.1@osu.edu](mailto:hovick.1@osu.edu)

**Class:** Wednesday 12:40-2:30 PM  
220 Plumb Hall & Online

**Office Hours:** 12-12:40 PM on Zoom  
& by appointment

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## Required Course Materials

Textbook: Hocker, J.L. and Wilmot, W.W. (2018). *Interpersonal Conflict, 10<sup>th</sup> Edition*, Dubuque, IA: McGraw-Hill Publishers

Additional required readings are posted on Carmen. Readings are scientific journal articles and book chapters that are designed to provide an applied context for the theories and concepts discussed in class. These readings are noted on the syllabus and in Carmen.

You will also need to have a webcam for taking exams in Carmen.

## Course Assignments

Class modules will be rolled out over the semester. Allow 1-2 hours to view lectures and complete readings and activities prior to class. This course is hybrid; this means that two of the three course hours are completed synchronously online or in-person, and one hour is online only. *Activities posted in the module are due by class time, unless noted.*

### 1. Exams (2 @ 50 points each)

There are two exams in this course. You will be tested on information from all aspects of the course (course readings, materials and lectures). To help you prepare, I will provide a study guide. Each exam

will be worth 50 points and will include multiple choice and true/false questions. You will be allowed to use books and/or written and printed notes when taking the exams, but no online or electronic information. You will be given a window of time in which to take the exams online.

## **2. Weekly Writing Activities (10 @ 10 points = 100 points)**

To help you reflect on course readings and concepts, you will be required to complete 10 short writing activities posted on Carmen. These writing assignments match the topic for a given class period and will discuss these writing assignments in class. These assignments ask you to use theories and concepts from the readings to reflect upon your own experiences, beliefs, and ability to manage conflict. Each response is worth ten points and will be graded on (a) completeness (4 points), (b) clarity (3 points), and (c) relevance to the topic of the week/readings (3 points). Each response should be no longer than one single-spaced page.

## **3. Online Quizzes (10 quizzes @ 10 points each = 100 points)**

In addition to writing activities, you will also be responsible completing several short online quizzes (open-book) over the lectures and readings. The quizzes will be multiple choice or true/false. These quizzes are designed to get your reading and thinking about the material in a given class.

## **4. Conflict Analysis Term Paper (100 points)**

For this paper, you will be asked to assess a real-life conflict that you have had or continue to have with a specific person. Your relationship with this person may be ongoing or in the past. You must incorporate the course concepts and terminology in your analysis and self-reflection. In this 10-page paper you will be asked to describe the nature of the conflict and your conflict styles, as well as provide a complete conflict assessment, and suggestions for managing the conflict.

## **COURSE POLICIES**

### **Make-up Exams**

Make-up exams will be arranged for university-excused or unavoidable circumstances (e.g., personal/family illness and emergencies) with prior notification or if you let me know within 48 hours of missing the deadline. Make-up exams must be completed within one-week of their originally scheduled date, if possible.

### **Late Work Policy**

All assignments are due by the date posted on Carmen.

I will grade late assignments for full credit if you (a) let me know beforehand your assignment will be late or (b) get in touch with me after missing a deadline (preferably within 48 hours). I am willing to offer you some flexibility, given the current situation with COVID-19, as long as you communicate with me regarding your situation. However, if you do not communicate with me and you do not complete assignments within TWO weeks of their due date, you will receive a zero on that assignment. I will not grade late assignments past the last day of class (4/21).

### **Grade Disputes**

I am always happy to revisit grades and discuss my evaluation of your work. Send me an email to set

up a time to chat about your grade. Please be ready to discuss where and why you believe you should have received additional points on assignment and how many points you should have received.

## **Plagiarism**

All work in this course is to be individually developed. When grading in Carmen I use Turnitin, which will alert me to potential plagiarism. Plagiarism includes using another person's writing without giving them credit, using large verbatim sections of the work of another person or online source (even a public source) or submitting something you have written for another class. If you are unsure, please give credit to your source or talk to me about it. Students who plagiarize will be penalized and reported to university officials. You will also receive a grade of zero for the assignment where plagiarism occurred.

## **Academic Misconduct**

It is the responsibility of the Committee on Academic Misconduct to investigate or establish procedures for the investigation of all reported cases of student academic misconduct. The term "academic misconduct" includes all forms of student academic misconduct wherever committed; illustrated by, but not limited to, cases of plagiarism and dishonest practices in connection with examinations. Instructors shall report all instances of alleged academic misconduct to the committee (Faculty Rule 3335-5-487). For additional information, see the Code of Student Conduct ([http://studentaffairs.osu.edu/info\\_for\\_students/csc.asp](http://studentaffairs.osu.edu/info_for_students/csc.asp)).

## **Disability Services**

The university strives to make all learning experiences as accessible as possible. In light of the current pandemic, students seeking to request COVID-related accommodations may do so through the university's [request process](#), managed by Student Life Disability Services. If you anticipate or experience academic barriers based on your disability (including mental health, chronic, or temporary medical conditions), please let me know immediately so that we can privately discuss options. To establish reasonable accommodations, I may request that you register with Student Life Disability Services. After registration, make arrangements with me as soon as possible to discuss your accommodations so that they may be implemented in a timely fashion. SLDS contact information: [slds@osu.edu](mailto:slds@osu.edu); 614-292-3307; [slds.osu.edu](http://slds.osu.edu); 098 Baker Hall, 113 W. 12<sup>th</sup> Avenue.

## **Statement on 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.

## **Mental Health**

As a student you may experience a range of issues that can cause barriers to learning, such as strained relationships, increased anxiety, alcohol/drug problems, feeling down, difficulty concentrating and/or lack of motivation. These mental health concerns or stressful events may lead to diminished academic performance or reduce a student's ability to participate in daily activities. The Ohio State University offers services to assist you with addressing these and other concerns you may be experiencing.

If you are or someone you know is suffering from any of the aforementioned conditions, you can learn more about the broad range of confidential mental health services available on campus via the Office of Student Life's Counseling and Consultation Service (CCS) by visiting [ccs.osu.edu](https://ccs.osu.edu) or calling 614--292--5766. CCS is located on the 4th Floor of the Younkin Success Center and 10th Floor of Lincoln Tower. You can reach an on-call counselor when CCS is closed at 614-292-5766.

If you are thinking of harming yourself or need a safe, non-judgmental place to talk, or if you are worried about someone else and need advice about what to do, 24 hour emergency help is also available through the Suicide Prevention Hotline (Columbus: 614-221-5445 / National: 800-273-8255); or text (4hope to 741741); or at [suicidepreventionlifeline.org](https://suicidepreventionlifeline.org).

## **COVID-19 AND ILLNESS POLICIES**

### **Health and Safety Requirements**

All students, faculty and staff are required to comply with and stay up to date on all university safety and health guidance (<https://safeandhealthy.osu.edu>), which includes following university mask policies and maintaining a safe physical distance at all times. Non-compliance will be warned first and disciplinary actions will be taken for repeated offenses.

### **Student Illness or Absence**

In the event you must quarantine because of exposure to someone diagnosed with COVID-19 OR you are feeling ill with COVID-19 symptoms, you will still be able to make progress in this class!

The quarantine plan for this course is that all lectures (including in-person lectures) will be delivered live via Zoom, as well as recorded and posted to Carmen. I will also post lecture notes. Although you don't have to attend any class live, you are strongly encouraged to do so. Additionally, there are still assignments due each week.

If *you* are too ill to participate in this course due to COVID-19 or another illness, please contact me as soon as you are able prior to the next class meeting. All materials will be made available on Carmen, including lecture recordings and slides. Alternate assignments or extensions may also be arranged.

### **Instructor Illness or Absence**

If the *instructor* is quarantined or is experiencing respiratory symptoms but is well enough to teach, the in-person sessions will be moved totally online to Zoom. You will be notified via email of this change the night before class.

If the *instructor* is too ill to teach the course for a period of time, the designated backup for this course will step in. You will be notified of any changes via email from me or the School of Communication.

### **Campus Closure**

Should the Ohio State University Main Campus move to full online instruction due to closure, our in-person classes will be moved exclusively to Zoom.

<b>Class Date</b>	<b>Class Topics</b>	<b>Assignment due this day</b>
January 13 <b>[online]</b>	Course Introduction	Extra Credit Syllabus Quiz
January 20 <sup>w,q</sup> <b>[online]</b>	Defining Conflict	Read H&W Chapter 1 and 2
January 27 <sup>w,q</sup> <b>[in person]</b>	Interests and Goals (TRIP) in Conflict	Read H&W Chapter 3
February 3 <sup>q</sup> <b>[online]</b>	Face Saving in Conflict	Ting-Toomey, 2009
February 10 <sup>w,q</sup> <b>[in person]</b>	Power and Conflict	Read H&W Chapter 4
February 17 <sup>w,q</sup> <b>[online]</b>	Conflict Styles and Tactics Review Final Paper Assignment	Read H&W Chapter 5 Read Arizeta et al. 2005
February 24	<b>No Class – Break #1</b>	
March 3 <sup>w,q</sup> <b>[in person]</b>	Emotions & Conflict	Read H&W Chapter 6
March 10 <sup>w</sup> <b>[online]</b>	<b>Exam #1</b> Paper Workshop #1 [online, due 3/15]	
March 17 <sup>w,q</sup> <b>[in person]</b>	Conflict Analysis	Read H&W, Chapter 7
March 24 <sup>w(2), q</sup> <b>[online]</b>	Conflict Negotiation Paper Workshop #2 [online, due 3/30]	Read H&W, Chapter 8
March 31	<b>No Class – Break #2</b>	
April 2 (FRI) <sup>w,q</sup> <b>[online]</b>	Third Party Intervention	Read H&W, Chapter 9
April 7 <sup>w q</sup> <b>[online]</b>	Romantic Partner Conflict	Readings/Viewers in Module <b>Paper Due April 9</b>
April 14 <b>[in person]</b>	Family Conflict Management	Readings/Viewings in Module
April 21 <b>[online]</b>	<b>Exam #2</b>	

<sup>w</sup> indicates a writing assignment is due, <sup>q</sup> indicates an online quiz is due.

*This schedule is subject to change, please check carmen for official information & due dates!*