

# COMM 3330: COMMUNICATION AND CONFLICT MANAGEMENT

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**Instructor**

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3149 Derby Hall

**Office Hours**

Friday 11-12 AM  
& By Appointment

**Class Time**

Wednesday 12:40-2:30  
Journalism 360

**Please review the topic  
module in Carmen  
before each class!**

**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 various conflict styles and how to manage these styles in conflict.
  - Demonstrate efficacy in assessing conflict situations through observation and comprehensive assessment.
- Communicate recommendations solutions for managing conflict.
  - Demonstrate knowledge of conflict negotiation strategies.

**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 available on Carmen. Readings are scientific journal articles, designed to provide an applied context for the theories and concepts discussed in class.

**Course Assignments****Exams (2 @ 50 points each)**

There will be a midterm and a final exam 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 and an in-class review to help you prepare for the exams. Each exam will be worth 50 points and will include multiple choice and true/false questions. The first exam will be in-class and the second will be an online exam to be completed at your convenience.

**Short Weekly Writing Activities (10 entries at 10 points = 100 points)**

To help you reflect on course readings and concepts, due to the hybrid nature of this course, you will be required to complete 10 short writing activities, which are 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.

### **Quizzes (6 quizzes at 10 points each = 60 points)**

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

### **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.

### **Participation Points (2 Assessments @ 10 points each = 20 points)**

Part of understanding conflict involves discussion about the topics we will cover. This course requires class participation at a high level, including contributing to class discussions, participating in class and group activities, turning in assignments on time, arriving to class on time and not leaving early, and being prepared for class. If you are doing other work on your laptop during class (checking e-mail, writing for other classes, etc.), and not participating or paying attention, your participation grade will suffer. Participation points are determined at the instructor's discretion based on class participation and attendance in class. I will assess your participation two times during the semester, as noted on the course schedule, at the mid-point and at the end of the semester. At each assessment time point, your grade will reflect your participation since the last assessment (or, in the case of the first assessment, since the beginning of class).

### **Attendance & Participation**

Attendance is *critical* in this class and will be taken regularly using Top Hat. Students are responsible for signing in on their own and any attendance or technology issues with the Top Hat system should be addressed by the second week of class. Absences for university-excused absences or for personal/family illnesses or emergencies (with proper documentation) will not impact your participation score, but you must let me know before class or within 48 hours of missing class.

### **Make-up Exams and Presentations**

Make-up exams will be arranged for university-excused or unavoidable circumstances (e.g., deaths, personal/family illness and emergencies) ONLY with prior notification or written verification, within 72 hours of your absence. If you are not present in a class during an exam or presentation, and the absence is not excused, you will not be allowed to make it up. Make-up exams will be taken in the OSU testing center.

### **Late Work Policy**

If you turn in assignments more than a day late I will grade them for full credit in situations where (1) the assignment was late due to an unavoidable circumstance or illness and/or (2) you let me know about your situation within 48 hours of missing the deadline. If you do not turn an assignment in and don't

communicate with me within 48 hours of missing the deadline, you will receive zero points on the assignment.

### **Grade Disputes**

Should you have any questions or concerns about assignments or your grade, please stop by office hours or make an appointment to talk with me. I am happy to revisit grades and to discuss my evaluation of your work with you. Be ready to discuss where and why you should have received additional points. I will also set aside class time to review exams with you.

### **Technology Use**

Technology is allowed in this course. I understand the value of having computer access in the classroom, and may even ask you bring a computer on occasion. I do reserve the right to institute a technology policy if your usage becomes problematic or call on you in class in you are not participating. I may also ask students to “unplug” or put away technology if it is being used for non-class purposes.

### **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 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)).

### **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.

### **Disability Services**

Students with disabilities will be appropriately accommodated. Please inform me as soon as possible of your needs. The Office for Disability Services is located in 150 Pomerene Hall, 1760 Neil Avenue; telephone 292-3307, TDD 292-0901; <http://www.ods.ohio-state.edu/>.

### **Please Take Care of Yourself (Mental Health Statement):**

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](http://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](http://suicidepreventionlifeline.org).

### **Stop by my office anytime!**

My office is in 3149 Derby Hall (3rd floor). I am generally in my office M/W/F and my door is usually open (if not, just knock!). Stop by anytime to chat about this course or anything else, or drop me an email and we'll figure out a time to meet. I'm here to help, so please reach out if you need anything!

### **Course Overview**

<b>Class Date</b>	<b>Class Topics</b>	<b>Assignment due this day</b>
January 8	Introduction to Conflict & Conflict Management	Extra Credit Syllabus Quiz (see module!)
January 15 <sup>a</sup>	Defining and Describing Conflict	Read H&W Chapter 1 and 2
January 22 <sup>a, b</sup>	Interests and Goals (TRIP) in Conflict Face-saving	Read H&W Chapter 3 Ting-Toomey, 2009
January 29 <sup>a, b</sup>	Power and Conflict	Read H&W Chapter 4 View Challenger Documentary
February 5 <sup>a</sup>	Conflict Styles and Tactics Review Final Paper Assignment	Read H&W Chapter 5 Read Arizeta et al. 2005
February 12 <sup>a, b</sup>	Emotions & Conflict Review for Exam #1 (Chapter 1-6)	Read H&W Chapter 6
February 19	<b>Midterm Exam (In Class)</b>	Participation Assessment #1

February 26 <sup>a</sup>	<b>Paper Workshop #1</b> Please Note: Class will start at 1:30 PM	<b>Please bring your writing activity to class (paper or electronic)!</b>
March 4 <sup>a</sup>	Conflict Analysis	Read H&W Chapter 7
March 11	Spring Break	
March 18 <sup>a, b</sup>	Interpersonal Conflict Management	Read H&W Chapter 8 Additional Reading in Module
March 25 <sup>a</sup>	<b>Paper Workshop #2</b>	<b>Please bring your writing activity to class (paper or electronic)!</b>
April 1	Family Conflict & Coping	Additional Readings in Module <b>Paper Due Friday, April 3</b>
April 8 <sup>a, b</sup>	Third Party Intervention	Read H&W Chapter 9
April 15 <sup>b</sup>	Apologies, Forgiveness & Reconciliation Final Exam Review	Jandt (2016) Participation Assessment #2
<b>Final Exam</b>	Available Online April 18-April 22	

<sup>a</sup> indicates a writing assignment is due, <sup>b</sup> indicates an online quiz is due