**CMN 3660-600**

**Communication and Conflict Management**

3 credit hours

Fall 2022

Professor: Dr. Elizabeth Gill

Email: egill@eiu.edu

Office: Buzzard 2423

Office Hours: On campus: MW 12:15-12:45pm

 Virtual: MWF 8:30-9:30am

**Course Description**

This course examines the nature of interpersonal conflict, its causes and consequences. The focus is on application of communication theories and research that illuminate why people behave as they do in conflict. The course also focuses on how to effectively manage conflicts and improve interpersonal communication quality.

**Course Objectives**

1. Students will be able to *explain* the nature of conflict in interpersonal relationships, groups, organizations, and society more broadly.
2. Students will *recognize* the importance of power, face-saving, and perspective-taking in navigating conflicts.
3. Students will be able to *analyze* their personal reactions to conflict.
4. Students will be able to *implement* techniques to manage conflict in personal and professional contexts.
5. Students will *build* communication and analytical skills to handle conflict more effectively.
6. Students will learn how to *improve* interpersonal communication and foster trust in relationships.

**Text Books**

Folger, J., Poole, M., & Stutman, R. (2012). *Working Through Conflict: Strategies for Relationships, Groups, and Organizations* (7th edition). New Jersey: Routledge.

Wilmot, W. & Hocker, J. (2013). Interpersonal Conflict (9th edition). Burr Ridge, IL:

McGraw-Hill.

**Teaching Format**

This is a technology delivered (TD) course (meaning the learning environment is completely online in Desire2Learn). It applies discussion, critical thinking and reflection. All assignments will be submitted to the instructor in D2L. An integrative, collaborative, and experiential teaching and learning approach will be utilized throughout this course. The instructor is a facilitator; one who is there to assist and provide input into the educational process. You are expected to actively engage in all aspects of the course in order to successfully meet course objectives.

**Learning Modules**

Navigate through D2L first to become familiar with all the course components. Students will access all assignments in the D2L learning modules. There are a total of 16 weeks/modules in the course. Modules will become accessible at 8am each Monday. Any assignments in the module (quizzes, exams and/or discussion posts) must be completed by 7:59am the following Monday (prior to the opening of the next module). Note that Exam 4, which will be completed during final exam week, must be completed by noon on Thursday, December 15th, when the course closes.

**General Expectations**

* Please keep current in class. If something happens that is going to cause you to fall behind, contact me **immediately**. An extension will not be granted unless there is a serious, documented, and university-approved reason necessitating one.
* Since this is an online course, your attendance will be determined by your level of class participation and assignment completion.
* Contact me via Panthermail or d2l mail with any questions or concerns you have as they arise. I will do my best to respond to all queries within 24 to 36 hours.

**Discussion Etiquette**

Eastern Illinois University (EIU) is committed to open, frank, and insightful dialogue in all of its courses. Diversity has many manifestations, including diversity of thought, opinion, and values. We encourage all learners to be respectful of that diversity and to refrain from inappropriate commentary. Should such inappropriate comments occur, the instructor will intervene as she monitors the dialogue in the course. The instructor will request that inappropriate content be removed and will recommend university disciplinary action. Learners as well as faculty should be guided by common sense and basic etiquette. The following are good guidelines to follow:

* Never post, transmit, promote, or distribute content that is known to be illegal.
* Never post harassing, threatening, or embarrassing comments.
* If you disagree with someone, respond to the subject, not the person. Conflicts of ideas are encouraged, while conflicts of feelings are discouraged.
* Never post content that is harmful, abusive; racially, ethnically, or religiously offensive; vulgar; sexually explicit; or otherwise potentially offensive.

**Course Requirements**

Exams – There will be four exams. Each exam will consist of 50 multiple choice and true/false questions. You may only take each exam once and you will have 75 minutes to complete it. Although you may use your textbooks, you will find that this will consume your time. Therefore, I suggest studying and knowing the content very well before taking the exam. A review sheet is provided for each exam.

Quizzes – There will be a quiz every week except for exam weeks, totaling 12 quizzes. Each quiz will be available as soon as the module it is associated with opens. Quizzes, along with any other assignment due in each module, must be completed before 7:59am the Monday after the module opens (see attached schedule). Each quiz will consist of 5 true/false questions, worth 2 points each. You will have 8 minutes to complete the quiz once it has started. You may take each quiz only once. Please read the assigned chapters before taking the module quiz.

Discussion Posts – Your participation in the course is essential to your success. One way that participation is gauged is via your engagement with four course discussions across the semester (occurring in weeks 1, 3, 7, and 11). A minimum of 250 words must be used to answer the questions posed. Your response should answer the question thoughtfully and should incorporate what you have learned from relevant weekly modules.

\*Discussion posts will be graded according to the following guidelines:

-Correct use of course content

-Depth of analysis

-Succinct and professional tone

-Correct spelling and grammar

-Must be at least 250 words

Relationalship Journal – You will write journal entries at three different points in this class (occurring in weeks 5, 10, and 14). Ideally the journal entries will follow a single relationship, chosen at the beginning of the semester. A question or prompt will be posted in those modules for you to answer in your journal entry. Each journal entry should be typed, double-spaced, 2 to 3 pages, and submitted via the provided d2l dropbox.

**Point Distribution:**

**Assignment: Points:**

Quizzes (12 @ 10 pts) 120

Discussion Posts (4 @ 20 pts) 80

Exams (4 @ 100 pts) 400

Relationship Journal (3 @ 25 pts) 75

**Total: 675**

**Final Evaluation:**

90% and above= A

80 – 89% = B

70-70% = C

60-69% = D

59% and below = F

**Course Policies**

Student Responsibilities

Students ultimately are responsible for their learning and success in class. Reading assignments, taking notes, actively engaging in online discussions, asking questions, and consulting with the professor will help you learn and succeed. Students are responsible for all assigned reading material.  **In a technology-delivered format it is essential for you to keep up with all course material and assignments. *Students must be proactive to be successful in this class!***

Plagiarism and Cheating

**Plagiarism and/or cheating will result in a “0" for the exam or activity and probable failure in the course.** Plagiarizing includes presenting someone else’s work as your own. Cheating includes activities such as using unauthorized materials or assistance, copying from other students, and not completing your own work.

# Late Work

**Late work will not be accepted.** Assignments, exams, quizzes or discussion posts not completed by the specified due dates will receive a zero.

# Student Email Addresses

The Department of Communication Studies requires each student to use his/her university email address for any class, department, college, or university email correspondence. The university email address is used for many purposes, including accessing d2l and PAWS, receiving billing statements from the library, and receiving departmental correspondence and announcements through the undergraduate listserv. For information on how to obtain your email address or to obtain a password, please visit the following web address: <http://www.eiu.edu/~itshelp/email/index/php>.

Incompletes

Incompletes will be granted only under very stringent conditions (e.g., serious illness or accident). Students who experience an extended absence should investigate withdrawal from the university.

Academic Integrity

Students are expected to maintain principles of academic integrity and conduct as defined in EIU’s Code of Conduct (<http://www.eiu.edu/judicial/studentconductcode.php>). Violations will be reported to the Office of Student Standards.

**Please also see the Discussion Etiquette section above**.

Students with disabilities

If you are a student with a documented disability in need of accommodations to fully participate in this class, please contact the Office of Student Disability Services (OSDS). All accommodations must be approved through OSDS. Please stop by McAfee Gym, Room 1210, or call 217-581-6583 to make an appointment.

The Student Success Center

Students who are having difficulty achieving their academic goals are encouraged to contact the Student Success Center (www.eiu.edu/success) for assistance with time management, test taking, note taking, avoiding procrastination, setting goals, and other skills to support academic achievement. The Student Success Center provides individualized consultations. To make an appointment, call 217-581-6696, or go to McAfee Gym, Room 1301.

**Schedule of Weekly Modules and Assignment Closing Dates**

**\*Key:**

**FPS-** Folger, J., Poole, M., & Stutman, R. (2012). *Working Through Conflict: Strategies for Relationships, Groups, and Organizations* (7th edition). New Jersey: Routledge.

**WH-** Wilmot, W. & Hocker, J. (2013). Interpersonal Conflict (9th edition). Burr Ridge, IL: McGraw-Hill.

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| **Week 1** Course introduction and overview; Conflict Defined | Read FPS Introduction & ch.1Discussion Post #1Quiz 1 | Module Opens: 8/22, 8amAssignments Close: 8/29, 7:59am |
| **Week 2** The Nature of Conflict;Perspectives on Conflict | Read WH ch. 1 & WH ch. 2Quiz 2 | Module Opens: 8/29, 8amAssignment Closes: 9/5, 7:59am |
| **Week 3** The Inner Experience & Conflict Interaction (Conflict Theories) | Read FPS ch. 2 & ch. 3Quiz 3Discussion Post #2 | Module Opens: 9/5, 8amAssignments Close: 9/12, 7:59am |
| **Week 4**Exam | StudyTake exam 1(covers WH1-2, FPS1-3) | Module Opens: 9/12, 8amAssignment Closes: 9/19, 7:59am |
| **Week 5**Interests, Goals & Face-saving | Read WH ch. 3 & FPS ch. 6Take quiz 4Relationship Journal (dropbox) | Module Opens: 9/19, 8amAssignments Close: 9/26, 7:59am |
| **Week 6**Power  | Read WH ch. 4 & FPS ch. 5Take quiz 5 | Module Opens: 9/26, 8amAssignment Closes: 10/3, 7:59am |
| **Week 7**Emotions | Read WH ch. 6Take quiz 6Discussion Post #3 | Module Opens: 10/3, 8amAssignments Close: 10/10, 7:59am |
| **Week 8**Exam | StudyTake exam 2(covers WH 3,4,6, FPS 5-6) | Module Opens: 10/10, 8amAssignment Closes: 10/17, 7:59am |
| **Week 9**Styles & Tactics | Read FPS ch. 4 & WH ch. 5Take quiz 7 | Module Opens: 10/17, 8amAssignment Closes: 10/24, 7:59am |
| **Week 10**Context & Climate | Read FPS ch. 7 Take quiz 8Relationship Journal (dropbox) | Module Opens: 10/24, 8amAssignments Close: 10/31, 7:59am |
| **Week 11**Analyzing your conflicts |  Read WH ch. 7Take quiz 9Discussion Post #4 | Module Opens: 10/31, 8amAssignments Close: 11/7, 7:59am |
| **Week 12**Exam  | StudyTake Exam 3(covers FPS 4,7, WH 5, 7) | Module Opens: 11/7, 8amAssignment Closes: 11/14, 7:59am |
| **Week 13**Managing Conflict & Interpersonal Negotiation | Read FPS ch. 8 & WH ch. 8Take Quiz 10 | Module Opens: 11/14, 8amAssignment Closes: 11/21, 7:59am |
| **Thanksgiving Week** | 11/21 – 11/28No assigned workThanksgiving Break |  |
| **Week 14**Third Party Intervention | Read FPS ch. 9 & WH ch. 9Take Quiz 11Relationship Journal (dropbox) | Module Opens: 11/28, 8amAssignments Close: 12/5, 7:59am |
| **Week 15**Forgiveness & Reconciliation  | Read WH ch. 10Take Quiz 12 | Module Opens: 12/5, 8amAssignments Close: 12/12, 7:59am |
| **Week 16**Final Exams Week | Study Take Exam 4 (covers FPS 8,9, WH 8-10) | Module Opens: 12/5, 8am (Note that the week 16 module will be open for two weeks to allow you adequate time to study and take your final exam)Assignment Closes: **Thursday, December 15th, noon** |