

COMM 3356: Negotiation and Conflict Management

Instructor: Dr. Leslie Y. Rodriguez

Fall 2021

Instructor Information

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Office: Library B306C

Office Hours: Mon/Wed: 12 pm-2:00 pm; Tues/Thur: 11 pm- 12:15 pm, 2:00 -3:30 pm; by appointment (email to schedule)

Readings

Required: Hocker, J.L. and Wilmot, W.W. Interpersonal Conflict (11th Edition).

Course Description

COMM 3356 is a course that examines the importance of working through conflict, providing strategies in three contexts: relationships, groups, and organizations. The course will also examine the role that negotiation plays in the conflict management process with a focus on principled negotiation. The course will examine the differences between competitive and cooperative negotiation focusing on foundations of effective negotiation.

Course Requirements: (total = 1000 points)

-Conflict Journal = 100 points

Students are required to keep a conflict journal. Entries from the journal will be content analyzed in a paper format.

-Conflict Analysis Paper = 150 points

A 4-6 page paper analyzing the contents of the entries contained in the students' conflict journal.

*****Honors Students: Honors students will be required to write a more extended paper (10-12 pages), which includes a literature review, methods (content analysis), results, and analysis. A minimum of 10 outside sources must be incorporated into the literature and analysis. *** (See project handout for details)**

-Chapter Activities/Quizzes/Case Studies = 300 points (each worth 37.5 pts)

Students will be involved in multiple case studies and activities that require the application and evaluation of course material. Announced quizzes will be held to check for chapter knowledge.

-Conflict Journal Presentation=100 points

Students are to prepare a 5 minute presentation highlighting the findings discussed in their conflict paper based on their conflict journal entries.

-Exam I (chapters 1-4)= 100 points

A short essay based exam covering the noted chapters.

-Exam 2 (chapters 4-8)=100 points

A case study exam that requires the students to apply the content from the chapters.

-Final Exam = 150 points

Final Exam will be a comprehensive exam that covers chapters in the textbook. The exam will be in the form of a case study. (If a student has an A in the course prior to taking the Final Exam, they are exempt from taking the final exam.)

General Course Requirements

- Each student is required to take three exams over material covered in class and in the text. These tests may include multiple-choice, true-false, short answer, and essay questions.
- Each student is required to keep a conflict journal. HO will be provided to indicate the format and content needed for each entry.
- Each student is required to write and present a 4-6 page paper analyzing their conflict journal. Honors students will write a full 10-12 page paper. HO will be provided with specifics.
- Each student is required to prepare and present to the class a 5-6 minute presentation discussing their conflict journal and conflict paper.
- You are expected to keep up with your assignments and to be prepared to discuss the material in class, and take chapter quizzes on assigned material.

Course Grading Based on the Following Point System

The following grading scale will be used: A=1000-900 B=899-800 C=799-700 D=699-600 F<600

Course Policies

1. Attendance

Regular attendance is required in this course. Attendance will be taken and counted beginning the first day of class. The student is allowed to miss 2 in-class sessions without penalty to the final grade. However, a student's absence will result in a zero for all work/assignments completed on that day if not for an excused reason, which is verified by the instructor. Once a student misses TWO classes, two (2) points will be deducted from the student's FINAL average for each additional absence. This number includes both EXCUSED and UNEXCUSED absences. You will be counted absent if you are not present for the entire class. Three tardies will result in an absence. To be considered excused for a class absence, the student must be excused through the school or provide the instructor proper documentation for the absence.

2. Missed Presentation

If you are not present when scheduled to present and you do not have a legitimate reason for being absent (i.e., hospitalization, funeral of close family member), YOU WILL RECEIVE A ZERO for that presentation. Only if an absence is excused through the school or the instructor will a student be allowed to make up the presentation. If you have a legitimate reason for missing, YOU ARE REQUIRED TO MAKE UP YOUR PRESENTATION THE DAY THAT YOU RETURN. This means that you must have your documentation legitimizing your absence and your material ready. You will be FIRST to present on the day that you return. However, if you do not have a legitimate reason, remember course policy states: YOU WILL RECEIVE A "0" AS YOUR PRESENTATION GRADE.

3. Late Tests

If you miss a test due to an excused absence (i.e., hospitalization, funeral of close family member), you must make the test up within a reasonable length (no more than one week, desirably less.) All arrangements for making up work should be made prior to the absence, if possible, and is the student's responsibility. A typed, signed and dated explanation must be given to the instructor upon returning to class. If the instructor notes that the absence as unexcused, the student will NOT have an opportunity to take the missed exam; as such, the student will receive a zero for the missed exam.

4. Academic Misconduct

******Cheating on an exam or plagiarism on any assignment will result in an F in the course regardless of a student's numerical average. ******

5. Class Etiquette

Please be a courteous student and peer. TEXTING IN CLASS IS NOT ALLOWED. You will be counted absent and will receive a zero for any work for that day is caught texting in class. I will not announce this in class, I will only note my records accordingly.

6. Dress Requirement

Appropriate dress is required for presentations. Specific requirements will be announced by the instructor prior to your chapter presentation.

7. Honor Code Policy

Violations of academic integrity are very serious matters and are clearly documented in the ASU Student Handbook. The work a student submits in a class is expected to be the student's own work and must be work completed for that particular class and assignment. Plagiarism means intentionally or knowingly representing the words or ideas of another as one's own. This may include your own previous work. Plagiarism includes quoting or paraphrasing from other sources without acknowledging/citing the source of your information or presenting quoted material as your own words. You must be very clear about attribution of sources and you must know how to cite sources in a paper. Please see full Honor Code Policy at http://www.angelo.edu/cstudent/documents/pdf/Student_Handbook.pdf

******Cheating on an exam or plagiarism on any assignment will result in an F in the course regardless of a student's numerical average. ******

8. Disability Statement

The Student Life Office is the designated campus department charged with the responsibility of reviewing and authorizing requests for reasonable accommodations based on a disability. It is the student's responsibility to initiate such a request by contacting

Mrs. Dallas Swafford, Director of Student Development 325-942-2047 office or 325-942-2211 Fax
dallas.swafford@angelo.edu University Center, Suite 112B

9. Religious Holiday Observance

A. "Religious holy day" means a holy day observed by a religion whose places of worship are exempt from property taxation under Texas Tax Code 11.20.

B. A student who intends to observe a religious holy day should make that intention known in writing to the instructor prior to the absence. A student who is absent from classes for the observance of a religious holy day shall be allowed to take an examination or complete an assignment scheduled for that day within a reasonable time after the absence.

C. A student who is excused under section 2 may not be penalized for the absence, however; the instructor may respond appropriately if the student fails to complete the assignment satisfactorily.

10. Title IX at Angelo State University

The University prohibits discrimination based on sex, which includes pregnancy, sexual orientation, gender identity, and other types of Sexual Misconduct. Sexual Misconduct is a broad term encompassing all forms of gender-based harassment or discrimination including: sexual assault, sex-based discrimination, sexual exploitation, sexual harassment, public indecency, interpersonal violence (domestic violence and/or dating violence), and stalking. As a faculty member, I am a Responsible Employee meaning that I am obligated by law and ASU policy to report any allegations I am notified of to the Office of Title IX Compliance.

Students are encouraged to report any incidents of sexual misconduct directly to ASU's Office of Title IX Compliance and the Director of Title IX Compliance/Title IX Coordinator at:

Michelle Boone, J.D.

Director of Title IX Compliance/Title IX Coordinator

Mayer Administration Building, Room 210

325-942-2022

michelle.boone@angelo.edu

You may also file a report online 24/7 at www.angelo.edu/incident-form.

If you are wishing to speak to someone about an incident in confidence you may contact the *University Health Clinic and Counseling Center* at 325-942-2173 or the *ASU Crisis Helpline* at 325-486-6345.

For more information about Title IX in general you may visit www.angelo.edu/title-ix.

*Tentative Schedule – COMM 3356 Negotiation and Conflict Management, Fall 2021

August 23: Overview of syllabus, discussion of course requirements

August 25: Case Studies and Activities

August 30: Chapter 1: The Nature of Conflict

September 1: Case Studies and Activities

September 6: HOLIDAY

September 8: Chapter 2: Perspectives on Conflict

September 13: Chapter 3: Interests and Goals

September 15: Case Studies and Activities

September 20: Chapter 4: Power- The Structure of Conflict

September 22: Case Studies and Activities

September 27: Exam 1 – Chapters 1-4

September 29: Catch-Up Date

October 4: Chapter 5: Conflict Styles

October 6: Case Studies and Activities

October 11: Chapter 6: Emotions in Conflict

October 13: NO CLASS – Texas Speech Communication Association (TSCA) Conference

October 18: Chapter 7: Analyzing Conflicts

October 20: Case Studies and Activities

October 25: Chapter 8: Bullying

October 27: Case Studies and Activities

November 1: Exam 2- Chapters 5-8

November 3: Catch Up

November 8: Chapter 9: Interpersonal Negotiation

November 10: Chapter 10: The Practice of Forgiveness and Reconciliation

November 15: Case Studies and Activities

November 17: Discussion of Paper Presentations & Speaking Order Assigned

November 22: **(Conflict Papers Due) (Conflict Journals Due)** (*Last Day to Drop/Withdraw from Class or University)

November 24: **Thanksgiving Holiday**

November 29: Journal and Paper Presentations

December 1: Journal and Paper Presentations

Monday, December 6th: Final Exam – 3:30 pm-5:30 pm

Conflict Journal Assignment (100 points)
Minimum of 20 journal entries in the journal
Must be Typed
Will be turned In

At least two times a week, please write in your journal the conflicts you have with individuals. The conflicts must be current and not conflicts you are remembering from the past.

Each entry should be **no shorter** than 6 paragraphs.

The entry should include:

-who was the conflict with

-what was the conflict about (be as detailed as possible)

-was the conflict resolved

-if resolved, how and what was the resolution

-if not resolved, why do you believe it was not. Why did you or the other party not resolve the issue?

*Please note that I will periodically ask to see your journal throughout the semester. If you do not have your journal up to date, it will result in a 0 for a Quiz grade.

Assignment: Conflict Analysis Narrative (150 points)

Format: 1 inch margins, Font: Times New Roman, Font Size: 12 pt, Double Spaced
4-6 pages of Text, APA 7th ed. Used (cover page does not count as text)

Need a Cover page that includes (your name, instructor name, course name and number, date)
Paper must contain an introduction, body, and conclusion.

Paper format should be:

Introduction

- A. Attention Getter
- B. Purpose Statement
- C. Preview of Paper

Body

- A. Define Conflict (use textbook as your source) and tell me about your conflict style.
- B. Based on an Analysis of your conflict journal,
 - 1. Use a conflict example that you did not handle well.
 - 2. Tell me what you did wrong and how you should have handled it better.
 - 3. Give a 2nd conflict example that you did not handle well.
 - 4. Tell me what you did wrong and how you should have handled it better.
 - 5. Overall, analyzing all of your conflict entries, tell me your weaknesses or what you tend to do wrong when you are in a conflict. (use your textbook to support why these are weaknesses)
- C. Based on an Analysis of your conflict journal,
 - 1. Use a conflict example that you did handle well,
 - 2. Tell me what you did right that helped resolve the conflict
 - 3. Give me a 2nd conflict example that you handled well,
 - 4. Tell me what you did well and that helped resolve the conflict
 - 5. Overall, analyzing all of your conflict entries, tell me what your strengths are in conflict and what you tend to do well to resolve conflict. (use your textbook to support why these are strengths)
- D. Self-reflection. In this last section, tell me what you will now work on (your goals) to help insure that you resolve conflict in a healthy, positive manner.

Conclusion

- A. Summarize your main points
- B. Restate Your purpose
- C. Refer to your Attention Getter

Negotiation and Conflict Management (150 Points)
Honors Project Paper Assignment

Length: 10-12 pages

Style: APA cited (7th ed.)

I. Introduction

II. Literature Review

A thorough discussion of conflict, the model of conflict, and extant literature regarding conflict management. Specifically, the effects of conflict on interpersonal relationships both positive and negative.

RQ1: What conflict styles do I use most when I encounter conflict?

RQ2: Do my conflict styles differ when in conflict with various individuals?

RQ3: What themes surface from my conflicts?

RQ4: Do my conflict styles differ according to the theme of the conflict?

III. Methods

Use a content analysis to analyze conflict journal entries, categorized into conflict themes and patterns.

IV. Results

Results of the content analysis. Includes counts and averages to answer each Research Question presented.

V. Analysis/Discussion Using conflict theory and knowledge, do your results align or differ from theory? Cover each RQ.

VI. Discussion

Conflict Paper Rubric

Name:

Introduction/Conclusion: _____ of 15 points

Define Conflict (using textbook as source): _____ of 15 points

Analysis of Positive & Negative Conflict Experiences: _____ of 15 points

Self-Reflection: _____ of 20 points

Grammar, Sentence Structure, Punctuation: _____ of 20 points

Source Citing, Paper Formatting, & Works Cited: _____ of 15 points

Total _____ x 150 = _____ \100 = _____ points

Conflict Paper Presentation

100 points
4-5 minutes

Introduction

- A. Attention Getter (stat, quote, story, etc.)
- B. Purpose Statement
- C. Preview your main points

Body

- A. Tell me what patterns you saw in your conflict? Who were your conflicts most with? What were your conflicts most about? What level of TRIP do most of your conflicts occur at?
- B. What weakness do you see you have in conflict?
- C. What strengths do you see you have in conflict?

Conclusion

- A. Summarize your Main Points
- B. Restate Your Purpose
- C. Refer to Your Attention Getter

Conflict Presentation Rubric

100 points

4-5 minutes

Name: _____

Introduction included: _____ of 15 points

- Attention Getter
- Purpose Statement
- Preview of Main Points

Body included: _____ of 40 points

- Discussed patterns seen in Conflict
 - with who?
 - about what?
 - Goals/TRIP?
 - Power/Rice?

-Weaknesses in Conflict

-Strengths in Conflict

Delivery: _____ of 30 points

- Maintained eye contact with audience
 - Incorporated Vocal Variety
 - Used notes sparingly/Did not read to us
 - Free of Verbal Clutter (uhhh, ummm, etc)
 - Used Meaningful Gestures (when used)
 - Formal Posture
 - Formal Language

Conclusion: _____ of 15 points

- Summarized Main Points
 - Restated Purpose
 - Referenced Attention Getter

Time: _____ 15 seconds grace on each side. (5 points off for each 10 seconds over/under time limit)

Time Penalty: _____

Final Grade: _____