2014

327-01 Interpersonal Conflict Management

Jennifer Tighe

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Comm 327 – Interpersonal Conflict Management
Instructor: Jenny Tighe
Office Location: Schott Hall 307A
Office Hours: MWF 11am – 12pm; Tuesday 9am – 12pm; other hours by appt.
Phone: 513-745-3832
Email: tighe@xavier.edu

Materials required: Interpersonal Conflict 8th ed. By Wilmot and Hocker. Various handouts/E-reserve and electronic articles. Must have access to, or ownership of, a PC/MAC that meets the following requirements plus access to Microsoft Office Suite http://www.xavier.edu/ds/student/computerrecommendations.cfm

Course Goal: This course is designed to examine the process nature of interpersonal conflict. Students in this course will have an opportunity to explore their own conflict styles and behaviors; examine theoretical frameworks and ideas presented by interpersonal communication scholars; and develop a communication skill set needed to manage conflict competently.

Learning Objectives:
Students will be able to analyze conflict theory.
Students will be more confident and competent in managing their own conflict.
Students will be able to integrate their knowledge of conflict management and communication competence.
Students will be prepared to assist others in managing interpersonal conflict.
Students will analyze the intersection of peacemaking and conflict management.

Your semester grade will be determined as follows:
1. Attendance and Participation (100pts) This class will rely heavily on class participation. Therefore it is important that each student commits to being prepared for class and regular attendance. I value the time we will spend together, and in that regard, I expect all of us to be present and to be contributing members of the class. The following is a break down of this grade:
   a. Attendance is mandatory. (25pts): Please be punctual. Your attendance grade will be determined as follows: 25pts = 0, 24pts = 1, 23pts = 2; 22pts = 3, 21pts = 4, 20pts = 5; 19pts = 6, 18pts = 7; 16pts = 8, 14pts = 9; 5pts = 10. An attendance sheet will be distributed at the beginning of class. You must sign the sheet at the beginning of class. The sheet will be collected 5 minutes into the class. If you are not present to sign the sheet in the first 5 minutes of class you will be considered absent. All absences are subject to the above scale with the exception of a death in the immediate family and official university business. In either one of these cases, please have a university representative contact me in writing regarding your absence. Those participating in official university business (based on written contract) may miss up to 6 classes for scheduled events. Please use absences for emergencies or in case of illness. Please schedule appointments and other commitments (including vacations) around your
class schedule. **In all cases of absence please contact a classmate to obtain information from class missed.**

b. **Journal Entries on Bb/Homework (50pts):** On most days you will be asked to submit a written journal entry on Blackboard prior to attending class. These submissions will be graded on timely completion, accuracy and insight. Class time will involve discussion of the submitted material so you may want to print and bring a copy of your work to class with you. This is recommended but not required.

c. **Homework (25pts)** will be considered as part of your attendance/class participation grade. This work may be collected and checked for completion at the beginning of class. **If you are not present for the first five minutes of class to submit your work you will not receive full credit.** Your work will be assessed as follows.

<table>
<thead>
<tr>
<th>Present and assignment completed</th>
<th>+</th>
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<tbody>
<tr>
<td>Present and assignment partially completed</td>
<td>±</td>
</tr>
<tr>
<td>Present, part of discussion, assignment not completed</td>
<td>□</td>
</tr>
<tr>
<td>Not present but work completed by next class</td>
<td>□</td>
</tr>
<tr>
<td>Not present, work not completed by next class</td>
<td>−</td>
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2. **2 Exams – (150pts each)** The exams this semester will cover chapters from the text, class discussions, lecture material and handouts. There will be a midterm and a final exam. Each exam will offer a variety of testing methods (objective, short answer, essay etc.). Students are expected to report to class on exam days. Only in the case of a documented medical emergency will a make-up exam be offered. Failure to report to a class or communicate the absence will result in a grade of zero for that exam. No early exams will be given.

3. **Project – (100pts)** Your project will involve working with a client in regard to course material in connection with conflict, peacemaking, and/or provider resilience. Details for the project will be given during the semester.

4. **Assistance from the LAC:** Any student who feels s/he needs an accommodation based on the impact of a documented disability should contact me personally to discuss your specific needs. Please also contact the Learning Assistance Center at 513-745-3280 on the 5th floor of the Conaton Learning Commons Rm 514, to coordinate reasonable accommodations.

5. **Xavier University’s Academic Honesty Policy applies in this course:** “The pursuit of truth demands high standards of personal honesty. Academic and professional life requires a trust based upon integrity of the written and spoken word. Accordingly, violations of certain standards of ethical behavior will not be tolerated at Xavier University. These include theft, cheating, plagiarism, unauthorized assistance in assignments and tests, unauthorized copying of computer software, the falsification of results and material submitted in reports or
admission and registration documents, and the falsification of any academic record including letters of recommendation.

All work submitted for academic evaluation must be the student’s own. Certainly, the activities of other scholars will influence all students. However, the direct and unattributed use of another’s efforts is prohibited as is the use of any work untruthfully submitted as one’s own.

Penalties for violations of this policy may include one or more of the following: a zero for that assignment or test, an “F” in the course, an expulsion from the University. The dean of the college in which the student is enrolled is to be informed in writing of all such incidents, through the teacher has full authority to assign the grade for the assignment, test, or course. If disputes of interpretation arise, the student, faculty member, and chair should attempt to resolve the difficulty. If this is unsatisfactory, the dean will rule the matter. As a final appeal, the academic vice president will call a committee of tenured faculty for the purpose of making a final determination.”

For additional information regarding plagiarism resources go to the library webpage http://www.xavier.edu/library/help/plagiarism.cfm

6. Communication: You must have access to the university email system during the course of this semester. I will make announcements on blackboard regarding the course. You will find lecture notes available in the course document folder on blackboard after the lecture has been given. I will also set up links to web pages that relate to course material. I will send email to your university email address. If this is not your primary address please point your Xavier mail to your primary email address. You must also have access to E-Reserves via the Xavier Library website.

7. Grading: Your grade for the course will be determined using the plus/minus system. You may determine your grade anytime by dividing the number of points earned by the total of points used. For example 130pts earned ÷ 150pts used = 86% = B

<table>
<thead>
<tr>
<th>Midterm Exam:</th>
<th>150pts</th>
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<tbody>
<tr>
<td>Final Exam:</td>
<td>150pts</td>
</tr>
<tr>
<td>Journal/class participation/attendance:</td>
<td>100pts</td>
</tr>
<tr>
<td>Project:</td>
<td>100pts</td>
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<tr>
<td><strong>Total:</strong></td>
<td>500pts</td>
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**Grading scale:**

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Points</th>
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<tbody>
<tr>
<td>A: 93% and above</td>
<td>465 and above</td>
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<tr>
<td>A-: 90%-92%</td>
<td>464-450</td>
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<tr>
<td>B+: 87%-89%</td>
<td>449 – 435</td>
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<tr>
<td>B: 83%-86%</td>
<td>434 – 415</td>
</tr>
<tr>
<td>B-: 80%-82%</td>
<td>414 – 400</td>
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<tr>
<td>C+: 77%-79%</td>
<td>399 – 385</td>
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Part 1: The goal of this portion of the course is to examine the nature of conflict and to learn more about how and why conflict occurs.
Week 1 begins 1/13: The nature of conflict – Read Ch. 1
Week 2 begins 1/20: NO CLASS Monday 1/20 Perspectives on conflict – Read Ch. 2
Week 3 begins 1/27: Interests and goals – Read Ch. 3
Week 4 begins 2/3: Power and conflict – Read Ch. 4
Week 5 begins 2/10: The study of conflict styles – Read Ch. 5
Week 6 begins 2/17: Midterm exam Monday 2/17 Ch. 1-5

Part 2: The goal of this portion of the course is to learn more about personal preferences regarding conflict management, how to manage emotions in conflict and develop skills to participate in interpersonal conflict negotiation.
Week 6 starting Wednesday 2/19 - Emotions in Conflict - Read Ch. 6
Week 7 begins 2/24: Mapping your conflicts – Read Ch. 7
Week 8: Spring Break: 3/3 – 3/7
Week 9 begins 3/10: Interpersonal Negotiation – Read Ch. 8
Week 10 begins 3/17: Finish Interpersonal Negotiation

Part 3: The goal of this portion of the course is to begin to understand conflict and peacemaking on a broader scale. The focus for this portion of the course is learning how to engage in 3rd party intervention. We will also study global conflict, peacemaking, reconciliation and forgiveness.
Week 11 begins 3/24: Third Party Intervention – Read Ch. 9
Week 12 begins 3/31: Third Party Intervention – Readings will be assigned –
Week 13 begins 4/7: Understanding Global conflict – Readings will be assigned
Week 14 begins 4/14: Understanding Global conflict – Readings will be assigned
Project Due 4/16 - NO CLASS 4/18
Week 15 begins on 4/21: NO CLASS 4/21 Forgiveness – Read Ch. 10
Week 16 begins on 4/28: Forgiveness and Reconciliation
Final exam: Friday 5/9 - 8am – 9:50am Ch.’s 6-10/ all assigned readings/class material.