

COMMUNICATION 411
INTERPERSONAL CONFLICT RESOLUTION
FALL 2022

The challenge of this course is not the material. The challenge is letting go of what you previously thought you knew about conflict in order to become a better version of yourself.
#tradingcomfortforgrowth

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Office: Online

Office Hours: Mondays and Wednesdays 11:30 a.m. – 12:30 p.m. (zoom)
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REQUIRED:

Hocker, J. L., & Wilmot, W. W. (2018). *Interpersonal conflict* (10th ed.). New York, NY: McGraw-Hill Education. (a free copy is posted on Beachboard under Textbook Link)

THE COURSE:

This class examines the forces that generate conflict and the communication techniques that can be used to manage those forces. All of us are confronted with such situations on a daily basis in interpersonal, social, and work settings. Yet, few of us are skilled in managing conflicts because conflict is usually perceived as negative, because our culture discourages the communication of conflict except as “flight or fight” responses, and because we are not taught how to manage conflicts as a part of our formal and informal education. The consequences of this cultural pattern/oversight are frightening: (1) behavior in conflict tends to be counter-productive or self-defeating; (2) the closer one gets in any interpersonal relationship, the greater the frequency, intensity, and ego-involvement of conflicts; (3) relationship satisfaction at home and work is directly related to conflict competence; (4) verbal aggression and interpersonal violence only occur within the context of conflict, and its antidote—argumentativeness—is a skill few persons possess or are taught; (5) the leading cause of relationship termination—whether a good or less-good “break up”—is the inability of one or both parties to cope with conflicts; (6) a person’s self-esteem, psychological health, and control of anger are directly related to his/her ability to enact and manage conflicts communicatively; and (7) 15% of all homicides in the United States are committed by one intimate partner against another intimate partner. Consequently, the primary purpose of this course is for you to acquire knowledge, understanding, and skills through critical inspection and introspection of your own and others’ conflict behavior. The secondary purpose of the course is for you to be able to create verbal and nonverbal messages that potentially bring about more constructive management of conflicts with others.

OBJECTIVES:

1. Students will be able to identify the benefits of expressing conflict in interpersonal relationships.
2. Students will be able to identify and label all dimensions of any given conflict.
3. Students will be able to reason from goal, to behavior, to effect in a conflict.
4. Students will be able to identify their own recurrent styles, strategies, and tactics in a conflict.
5. Students will be able to assess the degree of power they have in a conflict and will use that information to determine if they need to empower or dis-empower themselves in a conflict.
6. Students will demonstrate understanding of their own and others' levels of argumentativeness, verbal aggressiveness, emotions that trigger conflict, and propensity to engage in verbal or physical abuse in conflict.
7. Students will demonstrate the ability through performance to create messages that constructively confront a conflict, ask for and give feedback during conflict, provide observations about the process of conflict during and after its occurrence, and demonstrate forgiveness and reconciliation in conflicts.
8. Students will demonstrate their understanding of the ethics of "principled negotiation" and how those principles can generate effective management of conflict.

ASSIGNMENTS/ACTIVITIES/QUIZZES:

Your grade in Communication 411 will be based on several assignments, activities, and quizzes. The distribution of points is listed below.

Unit #1

- Writing Prompts, BeachBoard Activities, Participation 30 points
- Quiz #1 50 points

Unit #2

- Writing Prompts, BeachBoard Activities, Participation 30 points
- Quiz #2 50 points

Unit #3

- Writing Prompts, BeachBoard Activities, Participation 30 points
- Quiz #3 50 points

Unit #4

- Writing Prompts, BeachBoard Activities, Participation 30 points
- Quiz #4 50 points

Unit #5

- Writing Prompts, BeachBoard Activities, Participation 30 points
- Quiz #5 50 points

*Some Prompts will only be given in class

*Deadlines will be enforced – plan ahead

OVERALL GRADING*

400-360	A
359-320	B
319-280	C
279-240	D

*You must complete all of the exams to pass the course.

COURSE POLICIES:

Attendance: Be familiar with the University's policy for sanctioned absences (e.g., 1. documented illness or injury to the student; 2. death, injury, or illness of an immediate family member; 3. jury duty; 4. religious reasons; 5. University sanctioned activities.) Every unexcused absence beyond 2 will result in a loss of five (per absence) from your overall grade. Each late arrival or early departure equals one half of an unexcused absence. Excused absences must be verified by a signed note from your physician. Simply leaving a message on voicemail or emailing does not insure an excused absence. In addition, if you come late or leave early it is your responsibility to see that the attendance records accurately reflect your attendance on the day of occurrence.

General Participation: This course involves interaction and class participation. It is critical that you participate in this course. Participation involves oral comments during lecture and discussion as well as enthusiastic participation in classroom exercises. Your participation (in-class) grade will be depend on your active involvement and performance on in-class activities as well as be measured through completion of various reflective prompts and journal activities (grading standards will be provided with each activity/prompt/journal reflection).

Participation in Classroom Activities/Sharing: From time to time, we will engage in in-class activities that will involve sharing with a partner or small group. These dates may or may not be indicated in advance so please be prepared to participate in each class session.

Quizzes: There are five quizzes. All of these quizzes will be comprised of Multiple-Choice and True/False Questions. For each quiz, you will be provided a study guide to indicate key sections/concepts in the textbook. However, there will also be additional material (not from the text) presented in class. You are fully responsible for these concepts as well.

Cell Phones and Texting: *You are not permitted to talk on your cell phone or text at any time in our classroom.* Make it a habit to *turn off your phone* when you sign on to our class sessions. All phones must be turned off and put away. It is discourteous to text during lecture (or class discussion). Please do not engage in this disrespectful behavior. *Phones should NOT be on the desk for any reason at any time. In rare instances of cellphone disruption, a student may be asked to leave the auditorium and will be marked absent.*

Special Needs: Students with a disability or medical restriction who are requesting a classroom accommodation should contact the Bob Murphy Access Center (BMAC) at 562-985-5401 or visit Brotman Hall, Suite 270 during 8AM-5PM weekday hours. BMAC will work with the student to

identify a reasonable accommodation in partnership with appropriate academic offices and medical providers. We encourage students to reach out to BMAC as soon as possible

Recordings: Students may not record (audio or video) in this class except in accordance with ADA accommodations. Any recordings made in connection with a disability accommodation are for the student's personal academic use only and may not be distributed in any manner to any other individual.

Technology Recommended: PC or Mac (less than 3 years old), Windows 7 or Mac OS X (minimum), Internet, Latest Google Chrome Browser, PDF Reader, Word Processing Software (i.e., Word not Pages), Webcam and microphone.

Technology Skills: Word Processing, File Management, Internet Search, Internet Browsing, Uploading, Downloading, Installing Files, BeachBoard Content and Discussion, Zoom

Beach Board: You are required to use Beach Board for this course. Frequently, I will make announcements using Beach Board. Be sure your active email account is correctly linked with your Beach Board account so that you don't miss important information. You can get help online at <http://helpdesk.csulb.edu> or call 562-985-4959.

Grades: It is your responsibility to double check grades that are entered into BeachBoard. Additionally, any attempts to contest a graded assignment or examination must occur **within 7-days** of the submission. It is a good idea for you to access our BeachBoard account nearly every day while the course is in session so that you see class updates, grades, and other important information. You can access your grades on Beachboard. Click on the "grades" tab.

Academic Honesty: It is your responsibility to read and follow the academic honesty standards at CSULB. It is not permissible to simply "use" work from other sources without giving the proper credit. Be sure to cite page numbers, sources, dates, etc. so that you are correctly identifying the original sources. Additionally, you may not use the work of another student. Your work must be **original and independently completed**.

Written Prompts: Throughout the course, you will be expected to write prompts. There will be three types of prompts in our course: 1) prompts written during class and submitted, 2) prompts discussed during our class session (but not posted on Beachboard) and later submitted via Beachboard, and 3) prompts posted on Beachboard and submitted on Beachboard. Your writing will be a response to one of these types of prompts. There are not any make-up prompts and late submissions are not accepted (see below).

Turn it In using Beach Board DropBox: You are required to submit all of your written documents (including any papers, prompts, etc) into the Beachboard Dropbox that utilizes Turnitin. Turnitin is a plagiarism detection tool. This advanced system analyzes your writing for plagiarism from published sources while also identifying instances of plagiarized student material. When you submit a document into Turnitin, a report is generated on your individual assignment. I (or my graduate assistant) will review these reports and will contact you with any concerns about your written work. **You will not receive a grade for any writing assignment unless it is submitted correctly into Turnitin.** Unsubmitted work will earn a zero. The drop box will automatically

close on midnight of the due date. No submissions will be accepted after this time. So, please complete all of your work ahead of time. Having technical issues is not an acceptable excuse and you should not email me regarding your technical issues. Work ahead of schedule and give yourself a margin to complete your work so that you don't end up running short on time.

Missed Assignments: You will be permitted to make up the written work only if you have an excused absence and only if there is class time. Again, simply leaving a voicemail message does not insure an extension. **All assignments are due at the beginning of class.** If you come late, your assignments will be considered late. Late penalties will be given for late documents (if they are accepted at all). Prompts are not accepted late. You may request a late submission (that may be granted) *within one week* of the due date if it falls within the University's policy for sanctioned absences (e.g., 1. documented illness or injury to the student; 2. death, injury, or illness of an immediate family member; 3. jury duty; 4. religious reasons; 5. University sanctioned activities.) After one week there will not be a possibility to make up the late work.

Written Assignments: Throughout this course you will be required to write. Your writing will be graded not only on content, but also on such factors as coherence, grammar, punctuation, spelling, and form. All written work should **be typed** and meet stated requirements. **All papers should be written in APA Style** (see manual). Papers must be written in English. All written work should be original to our class and not previously submitted for any other former or current class.

Missed Quizzes: If you are absent on the day an exam or quiz is given you will earn a 0. You may or may not be permitted to make up the exam or quiz. If you are permitted to make up the exam or quiz there will be a severe penalty unless there is an acceptable excuse (signed note from a physician).

Withdrawing: It is your responsibility to be familiar with the CSULB policy and follow the appropriate guidelines.

Office Hours: My virtual office hours are posted. You don't need to make an appointment to come during office hours. Office hours are first come, first served. You are encouraged to get feedback on your class work. Remember that I am here to help you!

For even more information, read the Comm 411 (FAQ) Frequently Asked Questions document!