

# **COMMUN 363: COMMUNICATION IN HUMAN CONFLICT**

**Summer 2019**

**Dr. Sarah E. Riforgiate**

**University of Wisconsin, Milwaukee**

## **COURSE DESCRIPTION:**

Effective use of communication skills and strategies can enhance relationships, resolve conflicts, and improve communities. This class focuses on a strategic model of conflict communication, identifying multiple points where individuals can use communication choices to make conflict interactions more productive. As a student in this class, you will learn about conflict communication through exposure to theory and research, while applying this information to your own communication experiences.

The best way to improve communication is to actively reflect on communication choices and practice communication. As with any class, the amount that you learn and improve depends on how much time and effort you invest in the class and attend to your own communication practices.

## **TEXTBOOK:**

Canary, D. J., & Lakey, S. (2013). *Strategic Conflict*. New York: Routledge. ISBN: 978-0805850642

## **COURSE OBJECTIVES:**

Upon completion of this class you should be able to manage conflict communication more effectively and appropriately by:

- Demonstrating the ability to explain and analyze factors that influence and instigate conflict.
- Discussing how instrumental, relational goals shape conflict interactions and communication.
- Identifying and differentiating communication patterns for conflict accounts and attributions.
- Explaining the role power dynamics and strategies play in communication patterns and how those patterns influence conflict communication.
- Practicing conflict communication strategies to actively de-escalate conflicts in your own experiences and reflecting on ways to enhance communication in future conflict interactions.

## **NATIONAL COMMUNICATION ASSOCIATION LEARNING OUTCOMES IN COMMUNICATION (LOC):**

### **LOC #2: Employ Communication Theories, Perspectives, Principles, and Concepts**

- Explain Communication theories, perspectives, principles, and concepts
- Apply Communication theories perspectives, principles, and concepts

### **LOC #4: Create Messages Appropriate to the Audience, Purpose, and Context**

- Locate and use information relevant to the goals, audience, purpose, and contexts
- Adapt messages to the diverse needs of individuals, groups, and contexts
- Adjust messages while in the process of communicating
- Critically reflect on one's own messages after the communication event

### **LOC #5: Critically Analyze Messages**

- Identify meanings embedded in messages
- Recognize the influence of messages
- Engage in active listening
- Enact mindful responding to messages

### **LOC #6: Demonstrate the Ability to Accomplish Communicative Goals (Self-Efficacy)**

- Identify contexts, situations and barriers that impede communication self-efficacy
- Perform verbal and nonverbal communication behaviors that illustrate self-efficacy
- Evaluate personal communication strengths and weaknesses

### **DESCRIPTION OF MAJOR ASSIGNMENTS:**

Below is an overview of the work you will complete in this class. Additional details of assignments and grading rubrics are posted on Canvas.

#### **Discussion Board Participation: 10 Discussion Board Posts X 5 points each = 50 points**

Participation in this course comes in the form of discussion board postings. You will be required to post several times each week. Sometimes your discussion post will be a new thread that you create. Other times your discussion post will be a response to someone else's post based on specific writing prompts. Points are awarded based on each student's contributions to the daily discussion prompts. Guidelines for successful participation and the evaluation form that I will use to grade your discussion board posts are posted on Canvas. *Be sure to read each week's discussion guidelines for detailed instructions; instructions are very specific and can be accessed in the Daily Directions document for the specific week and day.*

#### **Analysis Papers: 3 papers X 100 points each = 300 points**

There are three analysis papers in this class. For each paper, you are required to complete an activity and/or reflect upon your own conflict experiences, and then write a three to five-page analysis. Your paper must include discussion of relevant course concepts and theories. Quoted and paraphrased textbook material must be cited in APA format (the reference page does not count towards the page requirement). "General Guidelines for Writing Papers" with detailed examples of APA citation format are located on Canvas. This is also where you will find the evaluation form that I will use to grade all the analysis papers. Specific instructions for each paper are located under the day and week directions on Canvas. Submit your paper to the Canvas assignment submission link for each paper.

#### **Chapter Quizzes: 10 quizzes X 5 points each = 50 points**

There are 10 quizzes, one for each chapter covered. These are open book, open note, untimed quizzes to help you determine the extent that you understand the chapter material. You will be allowed *two attempts at each quiz* and I will use the *best score of the two*. These quizzes are intended to help you stay current with the class readings and better prepare you for the final exam. The content for these quizzes will come directly from the textbook and the posted slides/notes. Please note, the textbook and the slides contain some overlapping material and some different material. You will want to be familiar with both to score optimally on the quizzes. Quiz access is on Canvas by the week and day that it is due.

## Comprehensive Final Exam: 100 points

At the conclusion of the class, you will take a comprehensive final exam that includes material from the ten chapters covered in the class. The final will be open book, open note, but unlike the quizzes, *the final will be timed and you will only be allowed ONE attempt to take the final.* You will want to make sure you have studied the material prior to opening the final exam questions and have organized your notes so that you may score optimally. The final may only be attempted once. *Also, ensure that you have a stable Internet connection, as loss of connection may lock your test.*

## COURSE SCHEDULE

All assignments are due by 11:59pm Central Time on the day listed. Early completion of assignments and quizzes is always welcome.

DATE	READING	WORK/ASSIGNMENTS
<b>WEEK ONE</b>		
Tuesday	Review Getting Started Information	Watch Introduction and Getting Started Videos Post an Introduction
Wednesday	The Need for Strategic Conflict	Read Chapter One Watch Chapter One Part One Video Discussion Board Post
Thursday	The Need for Strategic Conflict (Continued)	Watch Chapter One Part Two Video Discussion Board Post Quiz One
Friday	Seeking Strategic Control: Communication Strategies and Tactics	Read Chapter Two Watch Chapter Two Part One, Two, and Three Videos Discussion Board Post
<b>WEEK TWO</b>		
Monday	Seeking Strategic Control: Communication Strategies and Tactics (Continued)	Watch Chapter Two Part Four Video Discussion Board Post Quiz Two
Tuesday	Seeking Goal Control	Read Chapter Eleven Watch Chapter Eleven Part One and Two Videos Discussion Board Post
Wednesday	Seeing Goal Control (Continued)	Watch Chapter Eleven Part Three Video Quiz Three
Thursday	Interpersonal Transgressions	Read Chapter Four Watch Chapter Four Part One Video Discussion Board Post
Friday	Interpersonal Transgressions (Continued)	Watch Chapter Four Part Two, Three, and Four Videos Quiz Four
<b>WEEK THREE</b>		
Monday		Work on Analysis Paper One
Tuesday		Analysis Paper One DUE
Wednesday	Accounts	Read Chapter Six Watch Chapter Six Part One and Two Videos Discussion Board Post
Thursday	Accounts (Continued)	Watch Chapter Six Part Three Video Quiz Five
Friday	Power and Power Strategies	Read Chapter Eight

<b>DATE</b>	<b>READING</b>	<b>WORK/ASSIGNMENTS</b>
		Watch Chapter Eight Part One, Two, and Three Videos Discussion Board Post
<b>WEEK FOUR</b>		
Monday	Power and Power Strategies (Continued)	Watch Chapter Eight Part Four and Five Videos Quiz Six
Tuesday	Seeking Attributional Control	Read Chapter Nine Watch Chapter Nine Part One, Two, and Three Videos Discussion Board Post
Wednesday	Seeking Attributional Control (Continued)	Watch Chapter Nine Part Four Video Discussion Board Post Quiz Seven
Thursday	Seeking Episode Control	Read Chapter Four Watch Chapter Four Part One, Two, and Three Videos
Friday	Seeking Episode Control (Continued)	Watch Chapter Four Part Four Video Discussion Board Post Quiz Eight
<b>WEEK FIVE</b>		
Monday		Work on Analysis Paper Two
Tuesday		Analysis Paper Two DUE
Wednesday	Seeking Personal Control	Read Chapter Seven Watch Chapter Seven Part One, Two, and Three Videos
Thursday	Seeking Personal Control (Continued)	Watch Chapter Seven Part Four Video Discussion Board Post Quiz Nine
Friday	Seeking Resolution Through Forgiveness	Read Chapter Fifteen Watch Chapter Fifteen Part One, Two and Three Videos Discussion Board Post
<b>WEEK SIX</b>		
Monday	Seeking Resolution Through Forgiveness (Continued)	Discussion Board Post Quiz Ten
Tuesday		Work on Analysis Paper Three
Wednesday		Analysis Paper Three DUE
Thursday	NO CLASS – Holiday	
Friday		Final Exam

*Please note that I reserve the right to alter this schedule if need be. Any changes will be announced via a Canvas Announcement which you can set for instant e-mail delivery (e-mails are sent to your UWM email account, so make sure you check that e-mail regularly).*