University of Montana

ScholarWorks at University of Montana

Fall 9-1-2020

COMX 412.50: Communication and Conflict

Christina M. Yoshimura
University of Montana - Missoula, christina.yoshimura@umontana.edu

Follow this and additional works at: https://scholarworks.umt.edu/syllabi

Let us know how access to this document benefits you.

COMMUNICATION AND CONFLICT
FALL 2020 - *ONLINE*

Instructor: Dr. Christina G. Yoshimura
E-mail: christina.yoshimura@umontana.edu
(Please use this method to contact me, rather than by phone or at my office)

Many people liken disagreement and conflict to wars, disasters, and destruction. However, conflict can be positive for all types of relationships and contexts, if handled constructively. This course is designed to introduce you to the basic principles of effective communication within conflict interactions. Throughout the course of the class, we will explore conflict in a variety of contexts such as within groups, organizations, and relationships. We will build from a primarily interpersonal focus on communication to investigate how conflict occurs and can be productively managed.

Course Objectives:
- To be able to define the elements of a conflict and understand the potential for altering them in a given condition.
- To be familiar with the various internal and interactive theories that explain how and why conflict occurs.
- To understand how concepts such as power, face, climate, emotions, and styles influence the conflict process.
- To be able to determine when a third party should be brought in to a conflict situation, and which form of third party intervention is appropriate.

Required:
- Folger, Poole, & Stutman's (2013) *Working Through Conflict,* 7th or 8th Edition.
  This text is available at the UM Bookstore (8th edition), or other online book-sellers of your choice. You may choose either version of the book, according to availability and financial considerations you may have. The chapter order is the same, and any divergence in the material will be explained in the powerpoints and notes uploaded for you each week.
- Supplemental reading materials, provided on our Moodle page
- Regular use of a personal computer with Microsoft Word and Google Chrome
- Regular Internet access and weekly engagement with the Moodle course site

Online Course Format:

- Regular online work in our Moodle shell is required for this course. All notes, slides, and assignments will be distributed from me to you via Moodle. All assignments will be turned in from you to me via Moodle.
- You will find our Moodle shell is arranged by week with all of the materials and deadlines clearly listed. The expectation in this course is that you complete the work for each week by Friday, at 11:59pm Mountain Time.
- I will be regularly available to you to add depth, clarification, or further resources once you have engaged the materials in our Moodle shell. Please just be sure to contact me via email to let me know what would be helpful to you well *before* the due date for any course work.

- o Please always put COMX 412 in the subject of your e-mail, especially if you are not emailing from your university account.   Please allow up to 48 hours for me to reply to any email (though if possible I will reply sooner).
- o When emailing, please write professionally and courteously. This means forming complete sentences, with appropriate punctuation and capitalization, as well as formulating your questions or requests in a considerate way.   I will reply to you in the same manner. If your e-mail deviates too far from these expectations, I will reply by pointing you back to this section of the syllabus and asking you to try again.

Personal Statement:

I am committed to the endeavor of teaching, whether that is online or in a classroom atmosphere. I believe that I can meet my goals for teaching this course and you can meet your goals in taking this course, even though this may not occur in a traditional classroom setting or in predictable times.

I am also committed to fairness. I generally abide by the ethical system of the categorical imperative – something is just and fair if it can be applied to everyone in the same circumstance. I created the policies in this syllabus to be applied to everyone in the course – I do not grant exemptions, extensions, or extra credit to one person if I cannot do so for the entire class. The entire class is being held to the policies in this syllabus, and the timeline and schedule for this course – please make sure that you are willing to accept this if you choose to continue in the course.

Policies:

Deadlines: Although many of the constraints of time have been released for you in this course, deadlines are still inevitable. To keep you caught up in the course there are deadlines by which each assignment must be completed. Assignments may always be completed earlier than the deadline, but any assignment that is not up-loaded to the website by 11:59 p.m. (Mountain Time) will not be accepted as submitted on time and will be considered late work.

- Since it is not productive for us to debate the various time orientations each of us in this course may hold, the deadline of 11:59 holds firm – 12:00 am *is* considered late. Please plan to turn in assignments at least a few minutes early so that you do not miss this deadline.
- If you are the type of person who is often last-minute in getting things done, or you know that you have a work schedule that will make this difficult, do yourself a favor and write down each deadline as existing two days before it actually is written in the syllabus. That way, you have already bought yourself a two-day extension!
- Do your very best to get assignments in as early as you complete them, and communicate with me immediately any difficulties you foresee in meeting a deadline.
- If you require any different testing/writing/deadline accommodations than listed here due to work with DSS or due to taking this course for graduate credit, be sure to contact me and make me aware of this within the first week of the course.
- LATE WORK may be submitted in this course up to a week past the due date, accruing a 10% deduction for each 24 hr period past the deadline, up until the final day of the class. **After that date no late work may be submitted.**

Academic Integrity: All students taking this course must adhere to the University of Montana's academic dishonesty policy as presented in the Student Conduct Code (SCC). As noted in the code, students are expected to practice academic honesty.

- Any actions that include, but are not limited to, the following behaviors are reasons for pursuing academic and university sanctions: plagiarism, copying another student's exam, allowing another

student to copy from your exam or work, sharing information with another student during testing sessions, acquiring or possessing an exam without the instructor's permission, tampering with course materials or resources (including library references) submitting false information (data, quotations, citations, etc.), representing someone else's work as your own, clicking for someone else in the response section of our course, putting someone's name on work they haven't done, etc. No work done for credit in any other class may be turned in for credit in this class.

- Students will be charged with academic dishonesty for any breach of these standards. The *minimum* consequence for engaging in cheating or plagiarism is failure on the related assignment, but this type of activity usually results in failure in the entire course. At worst, academic misconduct can result in expulsion, denial of your degree, and/or revocation of a degree that has already been awarded.
- See the Student Conduct Code for definitions and consequences of cheating and plagiarism. The unabridged student conduct code is located at: Student Conduct Code (http://www.umt.edu/student-affairs/dean-of-students/Student%20Conduct%20Code%20-%20FINAL%20-%208-24-18.pdf)

Please help foster a course where education and consideration for one another are valued. Please understand that harassment of any kind is both inappropriate and intolerable, and disciplinary action will be taken should it occur.

Technology: A known fact of technology is that it sometimes fails. Computers crash, Internet connections falter. In order to control for these failures, your guiding principles should be to think ahead and be prepared. Save your work often, and in several places. Leave yourself time before assignments are due to allow for connection errors (never plan to submit at the very last minute), and familiarize yourself with resources in your area in case you need to use them as a back-up to complete your assignments.

The only acceptable technology-related excuse for not meeting the requirements of this course is a documented failure of the UM online system – if you find the system is not working, you'll need to e-mail me immediately to inform me of the time at which you believe the system (not your computer or connection) was at fault. You should then contact the UMonline help desk at 406.243.4999. You should also continue attempting to access the system – any failures in the system are usually resolved within an hour. If documented failures of the system occurred when an assignment was due, we will work together to help you get an assignment in as soon as the system is up again.

Changing Grading Option - As per departmental practice, you may not drop or change your grading option after the 45th instructional day except in the following situations: a) documentable accident or illness, b) no evaluation record for the course, c) documentable family/personal emergency, and d) documentable change in employment schedule that prevents completion of course.

Contesting Grades: I am willing to go over any assignment or exam with you to discuss your concerns. Please wait 24 hours after receiving an assignment before you contact me. When you do contact me, please email me your specific concerns and your backing for these concerns, and I will research your situation and reply to you within 48 hours.

Assignments and Grades:

Online quizzes (14 @ 5 pts)   70

Course schedule assignment (5pts)	5
Annotation participation (13 @ 5)	65
Conflict log assignments (5 @ 12 pts)	60
Conflict Paper (100 pts)	100
Total Points	300

Grading Criteria:
A= Exceptional work, far exceeds requirements
B= Very good work, results better than required
C= Average work, results meet requirements
D= Flawed work, results less than required
F= Poor work, results far short of requirements

Basic Needs:
Any student who faces challenges securing food, housing, or health care and believes that this could affect their performance in this course, is urged to contact any or all of the following campuses resources:

- **Food Pantry Program**
  - UM offers a food pantry that students can access for emergency food. When regularly functioning, the pantry is open on Tuesdays from 9 to 2, on Fridays from 10-5. The pantry is located in UC 119 (in the former ASUM Childcare offices). Pantry staff operate several satellite food cupboards on campus (including one at Missoula College). For more information about this program, email umpantry@mso.umt.edu, visit the pantry's website(https://www.umt.edu/uc/food-pantry/default.php) or contact the pantry on social media (@pantryUm on twitter, @UMPantry on Facebook, um_pantry on Instagram).
- **ASUM Renter Center**
  - The Renter Center has compiled a list of resources for UM students at risk of homelessness or food insecurity here: http://www.umt.edu/asum/agencies/renter-center/default.php and here:https://medium.com/griz-renter-blog.
  - Students can schedule an appointment with Renter Center staff to discuss their situation and receive information, support, and referrals.
- **TRiO Student Support Services**
  - TRiO serves UM students who are low-income, first-generation college students, or have documented disabilities. TRiO services include a textbook loan program, scholarships and financial aid help, academic advising, coaching, and tutoring.
  - Students can check their eligibility for TRiO services online here: http://www.umt.edu/triosss/apply.php#Eligibility.
- **Curry Health Center** (Dental, Mental Health, and Medical)
  - Curry Health Center provides quality, affordable, accessible health care for students at the University of Montana. They promote a healthy campus by treating students with dignity and respect and through collaborating and sharing expertise. They offer online appointments and online screening tools, and same day walk-in appointments if needed: http://www.umt.edu/curry-health-center/

If you are comfortable, please contact me with concerns you have and I will do my best to help connect you with additional resources.

Week 1 – Work due by August 21
READ - Download and read syllabus and course schedule, read Introduction of the textbook
DO – Make a schedule for your work in this class and submit it via Moodle
DO – Quiz 1
DO – Annotation 1

Week 2 – Work due by August 28
Groundwork and Model for Conflict
READ –Chapter 1 and lecture notes/slides
DO – Quiz 2
DO – Annotation 2

Week 3 – Work due by Sept 4
The Inner Experience of Conflict (Psychodynamic theory and Personality)
READ – Chapter 2 and lecture notes/slides
DO – Quiz 3
DO – Annotation 3

Week 4 – Work due by Sept 11
The Inner Experience of Conflict cont. (Emotions and Social Cognitions)
READ – Chapter 2 and lecture notes/slides
DO – Quiz 4
DO – Annotation 4

Week 5–Work due by Sept 18
The Interactive Experience of Conflict (External Dynamics)
READ – Chapter 3 and lecture notes/slides
DO – Quiz 5
DO – Annotation 5

Week 6 – Work due by Sept 25
Power
READ **-** Chapter 5, lecture notes/slides
DO – Quiz 6
DO – Annotation 6

Week 7 – Work due by October 2
Power (continued)
Read – McIntosh and Allen online readings
DO – Quiz 7
DO – Annotation 7

Week 8 – Work due by October 9
Styles and Tactics
READ – Chapter 4 and lecture notes/slides
DO – Quiz 8
DO – Annotation 8

Week 9 – Work due by October 16
Face
READ – Chapter 6, lecture notes/slides
DO – Quiz 9
DO – Annotation 9

Week 10 – Work due by October 23
Climate
Read – Chapter 7
Do – Quiz 10
DO – Annotation 10

Week 11– October 30
Managing and Mapping Conflicts
READ – Chapter 8, lecture notes/slides, online reading (Wilmot and Hocker)
DO – Quiz 11
DO – Annotation 11

Week 12 - November 6
Negotiation and Third Party Intervention
READ – lecture notes/slides, online readings, Chapter 9
DO – Quiz 12
DO – Annotation 12

Week 13 – November 13
Conflict Contexts – Relational Conflict and Group Conflict
READ – lecture notes/slides, online reading
DO – Quiz 13
DO – Annotation 13

Week 14 – November 18
Conflict Contexts – Organizational Conflict and Intergroup Conflict
READ – lecture notes/slides, online reading
DO – Quiz 14

Final Paper – Due November 25 (feel free to write it and submit it in advance of this if you would like to complete the course earlier)
WRITE – Conflict Paper (based on logs)

All readings/lecture notes from this class are copyrighted materials. You may print one copy for your own use, but you may not reproduce or use them beyond your own academic pursuits.

None of the material on the preceding pages is negotiable.
If you choose to remain in class beyond the first week, you are agreeing to abide by the principles and requirements set forth for this class.