

# The University of Oklahoma

## College of Continuing Education

### Advanced Programs – Course Syllabus

#### Course Title:

Conflict Management

#### Course Number:

COMM 5353-101

#### Course Description:

This is a survey course that will cover the basics of conflict management and will examine the dynamics of conflict in different contexts, such as interpersonal conflict, small group conflict, organizational conflict, intercultural conflict, and international conflict.

#### Class Dates, Location and Hours:

Dates: August 18 – 20 & 25 – 27, 2017  
Location: College of Allied Health, OU Health Sciences Center, 1200 N. Stonewall, Oklahoma City, OK 73117-1215  
Hours: Friday 5:30-9:30 p.m.; Saturday 8:30 a.m.-4:30 p.m.; Sunday 1:00-5:00 p.m.  
Last day to enroll or drop without penalty: July 20, 2017

#### Site Director:

Email: [apokc@ou.edu](mailto:apokc@ou.edu). Phone: 405- 739-7365 or DSN 339-7365.

#### Professor Contact Information:

Course Professor: Dr. Amy Janan Johnson  
Mailing Address: 610 Elm Avenue  
Burton Hall Rm. 101  
Norman, OK 73019  
TelephoneNumber: (405) 426-5516  
EmailAddress: [amyjj@ou.edu](mailto:amyjj@ou.edu)  
Professor availability: The professor will be available via email to students before and after the class sessions. On-site office hours are half an hour before and after each class session, by appointment.

#### Textbook(s) and Instructional Materials:

Student materials are available at the OU Follett Bookstore located at 1185 Asp Avenue; Norman, OK, and can be ordered online, by phone, by email, or by fax. Ordering online at <http://www.bkstr.com/oklahomastore/home> is strongly recommended – students can track the status of their order within 48 hours. If an order has not been shipped within three days, students can contact the Follett textbook manager by phone (405) 325-3511, (800) 522-0772 (toll-free) or email [0831mgr@fheg.follett.com](mailto:0831mgr@fheg.follett.com). Phone orders (ask for the textbook manager and identify yourself as an Advanced Programs student) can be placed 8 a.m. to 6 p.m. Monday through Thursday; 8 a.m. to 5 p.m. on Friday; 10 a.m. to 4p.m. on Saturday (CST). Summer hours: 9 a.m. to 5 p.m. Monday through Friday (CST). Fax orders can be placed 24 hours a day at (405) 325-7770. Text prices are available online.

1. Cupach, W. R., Canary, D. J., & Spitzberg, B. H. (2010). *Competence in interpersonal conflict* (2<sup>nd</sup> ed.). Long Grove, IL: Waveland Press. ISBN 9781577666493.
2. Materials posted on the OU Libraries Electronic Reserve system: Access OU Electronic Reserve materials at <http://guides.ou.edu/ereserves>; select the appropriate tab for your course, click on your course number/title; enter your OU NetID and password, and click LOGIN. Please contact your local Site Director if you require assistance.

Note: Follett is the Advanced Programs contractual textbook provider. Should text changes become necessary after publication of the course syllabus, Advanced Programs will facilitate text returns/refunds only for texts purchased through Follett.

### **Course Objectives:**

To provide you with knowledge concerning current trends in examining conflict management across contexts and special topics related to conflict. To allow exploration of a topic in conflict management of particular interest to you.

### **Course Outline:**

#### **Readings:**

Have all readings for each weekend read before the beginning of class for that weekend.

#### **First Class Session:**

##### **Introduction to conflict and definitions**

- CCS Chapter 1 and 3

#### **Second Class Session (Morning):**

##### **Intrapersonal conflict**

- Honeycutt, J. (2003). Managing conflict. Why it is hard to forgive and forget (pp. 67-90). In
- *Imagined interactions: Daydreaming about communication*. Cresskill, NJ: Hampton Press.

##### **Interpersonal conflict**

CCS Chapters 2 and 4

#### **Second Class Session (Afternoon):**

##### **Interpersonal conflict continued...**

##### **Family Conflict**

- CCS Chapter 9
- Canary, H. E., & Canary, D. J. (2013). Siblings in Conflict (pp.113-140). *Family conflict: Managing the unexpected*. Malden, MA: Polity Press

#### **Third Class Session (Morning):**

##### **Small group/Dyadic conflict**

CCS Chapters 5 and 6

#### **Third Class Session (Afternoon):**

##### **Organizational conflict**

- CCS Chapter 8
- Rahim, M. A. (2011). Intragroup [organizational] conflict (pp. 117-138). *Managing conflict in organizations* (4th edition). New Brunswick: Transaction Publishers.

#### **Fourth Class Session:**

##### **Intercultural/Interethnic conflict:**

- CCS Chapter 7
- Orbe, M. P., & Everett, M. A. (2006). Interracial and interethnic conflict and communication in the United States. In J. G. Oetzel & S. Ting-Toomey (Eds.), *The Sage handbook of conflict communication* (pp. 575-594). Thousand Oaks: Sage.

### **Fifth Class Session (Morning):**

#### **International conflict**

- Forsyth, D. R. (2013). Intergroup relations (pp. 469-505). *Group dynamics* (6th edition). New York: Wadsworth.
- Faure, G. O. (2014). Terrorism: Negotiating at the edge of the abyss. In Coleman, P.T., Deutsch, M., & Marcus, E. C. (Eds.), *The handbook of conflict resolution: Theory and practice* (3<sup>rd</sup> edition) (pp. 764-791).

### **Fifth Class Session (Afternoon):**

#### **Conflict Skills**

Rakos, R. F. (2006). Asserting and confronting. In O. Hargie (Ed.), *The handbook of communication skills* (pp. 345-382). New York: Routledge.

#### **Aggression and Abuse**

- CCS Chapter 10
- Eckstein, N. (2007). Adolescent-to-parent abuse: Exploring the communicative patterns leading to verbal, physical, and emotional abuse. In W. R. Cupach & B. H. Spitzberg (Eds.), *The Dark Side of Interpersonal Communication, 2<sup>nd</sup> Edition* (pp. 363-388). Mahwah, N. J.: Lawrence Erlbaum.

### **Sixth Class Session (Morning):**

#### **Conflict and Computer-Mediated Communication**

Craig, E. A. (in progress). *Cyberbullying*. In L. M. Webb & K. B. Wright (Eds.), *Computer-mediated communication in personal relationships* (2<sup>nd</sup> Edition).

#### **Serial Arguments**

Trapp, R., & Hoff, N. (1985). A model of serial argument in interpersonal relationships. *Journal of the American Forensic Association*, 22, 1-11.

### **Sixth Class Session (Afternoon):**

#### **Mediation and negotiation**

- CCS Chapter 11
- Lewicki, R. J., & Tomlinson, E. C. (2014). Negotiation. In Coleman, P.T., Deutsch, M., & Marcus, E. C. (Eds.), *The handbook of conflict resolution: Theory and practice* (3<sup>rd</sup> edition) (pp. 795-816).

#### **Conclusions about conflict**

CCS Chapter 12

### **Assignments, Grading and Due Dates:**

#### **Participation:**

As this is a graduate class, participation is very important. Each class period (Saturdays and Sundays will be divided into two class periods) you will receive a participation grade of 3.0, 3.5, 4.0, etc. Participation grades will be based on quality of comments, not just quantity of comments. Illustrating that you have read the readings for the week will be considered part of participation in the class (50 points).

#### **Reaction papers:**

You will choose a reading for each week for which to write two reaction papers. These papers will be 3-5 pages long. These reflections may focus on critiques of the material, questions which arise from the material, proposed applications of the material, or research ideas stimulated by the material. Particularly impressive would be to discuss common themes apparent across readings for that week. You must turn in

both an electronic copy of the paper to a dropbox on Canvas and a hard copy of the paper by the beginning of the class period that discusses your topic. The first paper will be due at the beginning of the first day of class. The second paper will be due at the beginning of the second Friday of class (50 points each).

### **Class presentation:**

Three weeks before class, potential topics for class presentations will be posted on Canvas. You will need to email the professor ([amyjj@ou.edu](mailto:amyjj@ou.edu)) to let me know what topic you have chosen before the first day of class. Topics are first come/first serve and two people may not pick the same topic. Each person will prepare a 10-15 minute class presentation based on at least five research articles or academic books or book chapters that they found regarding this topic. These five readings should not be from the class. Five minutes of questions from the instructor and fellow classmates will follow the presentation. In addition, the student must turn in a hard copy that includes a 2-3 page outline of the presentation and a reference paper in APA 6<sup>th</sup> edition style listing their five sources the day of their class presentation. Topics listed on Canvas will include a presentation date during class time depending on when we cover material related to the topic during class (50 points).

### **Final Examination:**

A take home exam will be distributed during the last class session. Students will have **one week** and should email their exam to the professor ([amyjj@ou.edu](mailto:amyjj@ou.edu)) or post to the dropbox on Canvas by midnight one week after the last day of class. Essay questions will be derived from the textbook, other readings, class discussions, and lectures. 6<sup>th</sup> edition APA style is required (100 points). **Due: September 3, 2017**

### **Grading:**

This is a letter-graded course: A, B, C, D, or F. Your grade will be determined based on the percentage of your total points earned divided by the total number of points possible (300)

**Notice:** Failure to meet assignment due dates could result in a grade of I (Incomplete) and may adversely impact Tuition Assistance and/or Financial Aid.

## **POLICIES AND NOTICES**

### **Attendance/Grade Policy**

Attendance and participation in interaction, individual assignments, group exercises, simulations, role playing, etc. are valuable aspects of any course because much of the learning comes from discussions in class with other students. It is expected that you attend all classes and be on time except for excused emergencies.

Excused absences are given for professor mandated activities or legally required activities such as emergencies or military assignments. It is the policy of the University to excuse absences of students that result from religious observances and to provide without penalty for the rescheduling of examinations and additional required class work that may fall on religious holidays. Unavoidable personal emergencies, including (but not limited to) serious illness; delays in getting to class because of accidents, etc.; deaths and funerals, and hazardous road conditions will be excused.

If you are obtaining financial assistance (TA, STAP, FA, VA, Scholarship, etc.) to pay all or part of your tuition cost, you must follow your funding agency/institution's policy regarding "I" (Incomplete) grades unless the timeline is longer than what the University policy allows then you must adhere to the University policy. Students who receive Financial Aid must resolve/complete any "I" (Incomplete) grades by the end of the term or he/she may be placed on "financial aid probation." If the "I" grade is not resolved/completed by the end of the following term, the student's Financial Aid may be suspended making the student ineligible for further Financial Aid.

Students are responsible for meeting the guidelines of Tuition Assistance and Veterans Assistance. See the education counselor at your local education center for a complete description of your TA or VA requirements.

### **Academic Integrity and Student Conduct**

Academic integrity means honesty and responsibility in scholarship. Academic assignments exist to help students learn; grades exist to show how fully this goal is attained. Therefore all work and all grades should result from the student's own understanding and effort.

Academic misconduct is any act which improperly affects the evaluation of a student's academic performance or achievement. Misconduct occurs when the student either knows or reasonably should know that the act constitutes misconduct. Academic misconduct includes: cheating and using unauthorized materials on examinations and other assignments; improper collaboration, submitting the same assignment for different classes (self-plagiarism); fabrication, forgery, alteration of documents, lying, etc...in order to obtain an academic advantage; assisting others in academic misconduct; attempting to commit academic misconduct; destruction of property, hacking, etc...; intimidation and interference with integrity process; and plagiarism. All students should review the Student's Guide to Academic Integrity at [http://integrity.ou.edu/students\\_guide.html](http://integrity.ou.edu/students_guide.html)

Students and faculty each have responsibility for maintaining an appropriate learning environment. All students should review policies regarding student conduct at <http://studentconduct.ou.edu/>

### **Accommodation Statement**

The University of Oklahoma is committed to making its activities as accessible as possible. For accommodations on the basis of disability, please contact your local OU Site Director.

### **Adjustment for Pregnancy/Childbirth-Related Issues**

Should you need modifications or adjustments to your course requirements because of documented pregnancy-related or childbirth-related issues, please contact me as soon as possible to discuss. Generally, modifications will be made where medically necessary and similar in scope to accommodations based on temporary disability. Please see <http://www.ou.edu/content/eoo/faqs/pregnancy-faqs.html>.

## **Title IX Resources**

For any concerns regarding gender-based discrimination, sexual harassment, sexual misconduct, stalking, or intimate partner violence, the University offers a variety of resources, including advocates on-call 24/7, counseling services, mutual no-contact orders, scheduling adjustments, and disciplinary sanctions against the perpetrator. Please contact the Sexual Misconduct Office at [smo@ou.edu](mailto:smo@ou.edu) or (405) 325-2215 (8-5), or the Sexual Assault Response Team at (405) 615 -0013 (24/7) to report an incident. To learn more about Title IX, please visit the Institutional Equity Office's website at <http://www.ou.edu/content/eoo.html>

## **Course Policies**

Advanced Programs policy is to order books in paperback if available. Courses, dates, and professors are subject to change. Please check with your OU Site Director. Students should retain a copy of any assignments that are mailed to the professor for the course. Advanced Programs does not provide duplicating services or office supplies.

Any and all course materials, syllabus, lessons, lectures, etc. are the property of professor teaching the course and the Board of Regents of the University of Oklahoma and are protected under applicable copyright.

For more information about Advanced Programs, visit our website at: <http://www.goou.ou.edu/>

## **INSTRUCTOR VITA**

**Amy Janan Johnson, Ph.D.**

### **Education**

1999 Ph.D. in Communication, Michigan State University

### **Current Positions**

- Advanced Programs Professor since 1999
- Professor of Communication, University of Oklahoma, Norman, OK

### **Frequently Taught Advanced Programs Courses**

- COMM 5002 Quantitative Research Methods
- COMM 5322 Small Group Communication
- COMM 5353 Conflict Management

### **Major Areas of Teaching and Research Interest**

- Interpersonal communication
- Family Communication
- Quantitative Methods and Statistics

### **Representative Publications and Presentations**

- Published 27 journal articles, 10 book chapters, and 3 encyclopedia entries.
- Dr. Johnson has also presented over 50 research papers at conferences of organizations such as the National Communication Association, International Communication Association, Western States Communication Association, and the International Association of Relationship Researchers.

### **Representative Honors and Awards Received**

- Top Faculty Paper, Ethnicity and Race Division, for annual meeting of the International Communication Association, San Juan, Puerto Rico, 2015.
- Kinney-Sugg Award for the Outstanding Professor, 2011, College of Arts and Sciences, University of Oklahoma.
- Top Five Paper, Argumentation and Forensics Division, for annual meeting of the National Communication Association, New Orleans, 2011.
- Participated in the 2010/2011 Educators' Leadership Academy for Outstanding Professors (University of Central Oklahoma).