

## **COM 263 – CONFLICT RESOLUTION**

SUMMER 2015 – Section 601  
1 Credit Hour  
Sat., Sept. 19<sup>th</sup> & Sat., Sept. 26<sup>th</sup> 9:00 am – 5:00 pm  
RRCC Lakewood Campus – REA 2305

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Office Hours: 15 minutes before/after class

### **PLEASE SEND ALL E-MAIL COMMUNICATION FROM YOUR RRCC ACCOUNT ONLY**

**Required Text:** - *Interpersonal Conflict* (9<sup>th</sup> ed.) by Hocker and Wilmot, McGraw-Hill, 2010

#### **Description and Objectives:**

This course focuses on handling conflict productively. The overall purpose of the course is for you to enhance and strengthen your skills when managing conflict. The course examines the dynamics of everyday conflicts across a variety of settings, from personal relationships to the workplace. You will draw on your own experiences and case studies supplied in class to learn the principles of conflict and the techniques for productive management. Both theory and application will be stressed, with an emphasis on their interrelation. Upon completion of this course, you will be able to:

- Understand and define conflict in personal and small group contexts.
- Explain typical conflict reactions in your family of origin and its impact.
- Understand styles of conflict resolution.
- Identify alternatives to conflict and the difference between collaboration and compromise.
- Demonstrate an understanding of power and sources of power within conflict.
- Identify triggers for your emotions and anger and discover appropriate responses to another's anger.

Throughout this course, there is consideration of the impact of culture and gender on communication roles and styles. By the time this course is completed, you should have a firm grasp on the fundamentals of conflict resolution.

#### **INSTRUCTOR'S NOTE:**

Conflict Resolution is one of the most valuable skills you can learn. This is an experiential course. We learn by doing. This course promotes awareness about how our behaviors, choice of action, and decisions affect our lives and the lives of others. What you walk away with after this course is up to you. Although the concepts and theories may fade in time, the skills you bring away with you will remain with you throughout all aspects of your life. By succeeding in this course, you are providing yourself with an advantage and a skill that will stay with you for a lifetime.

#### **Accessibility Services:**

ADAAA (Americans with Disabilities Act Amendments Act of 2008) and Section 504 of the Rehabilitation Act of 1973: Red Rocks Community College is committed to access for students with disabilities.

If you are a student with a disability and need assistance or are interested in requesting accommodations, please contact Accessibility Services. Faculty are not obligated to provide accommodations without proper notification by Accessibility Services and accommodations are not retroactive. Students may contact the Access staff by telephone or email to make an intake appointment at 303-914-6733 or [access@rrcc.edu](mailto:access@rrcc.edu). Accessibility Services is located in Suite 1182 at the Lakewood campus. More information is available at [www.rrcc.edu/accessibility-services](http://www.rrcc.edu/accessibility-services).

## **COURSE REQUIREMENTS:**

<b><u>Assignment</u></b>	<b><u>Point Value</u></b>
Quiz: Day 1	10
Quiz: Day 2	10
Assignment #1: Personal Conflict Analysis	25
Assignment #2: Conflict Styles Paper	25
Participation/Attendance	30
<b>TOTAL POINTS POSSIBLE</b>	<b>100</b>

## **QUIZZES:**

There will be two quizzes throughout the course, one at the end of each day of class (10 points per quiz). The quizzes will be directly related to class lectures and discussions as well as assigned readings from the text. It is your responsibility to make sure you fully understand all the concepts being discussed in class. If you do not understand, just raise your hand and ask.

## **ASSIGNMENTS:**

- *Assignment #1: Personal Conflict Analysis (25 points):*  
Describe in a couple of paragraphs a conflict in a significant relationship, family or work situation.
  - A. Provide a script or brief discussion of the conflict.
  - B. Which of the conflict tactics provided in class were used by each of the participants?
  - C. How did the conflict escalate or de-escalate?
  - D. What were the advantages and disadvantages of the use of the tactics?
- *Assignment #2: Conflict Styles Paper (25 points):*  
Complete the Conflict Style Inventory provided in class. Have two other people evaluate your style using the same survey. Compare their perceptions of you with your perceptions about your style. Use the principles from chapter 5 to provide a short analysis about your style, including its strengths and weaknesses.

Both assignments will be due next class period. Be prepared to discuss your papers in class.

## **WRITTEN WORK EXPECTATIONS:**

Written work must adhere to academic and professional standards, meaning: work is thoughtful and well-written, uses the principles and concepts pulled directly from the text/and or class sessions to support judgments and conclusions, and provides in-depth analysis and discussion.

1. All written work must be submitted in class (hard-copy).
2. Your assignment must be type written, 12 point font, double-spaced.
3. Assignments will reflect appropriate grammar, spelling, punctuation, sentence construction, proper in-text citations and paragraphing.
4. No late assignments will be accepted for this one credit class.

## **CLASSROOM ETIQUETTE:**

- **NO CELL PHONES OR TEXT MESSAGING IN CLASS.** Please be considerate and turn off cell phones and other electronic devices. It is obvious, distracting and inconsiderate to the instructor and your classmates if you are sending or receiving a text message during class. The instructor reserves the right to ask you to leave the class if you are texting during class.
- **LAPTOPS FOR NOTETAKING ONLY.** Please refrain from using your laptop to play video games, use the internet or engage in other personal tasks while in class. Please be considerate to your fellow classmates and instructor. The instructor reserves the right to ask students to shut off a laptop during class and refrain from bringing it back in these situations.

## **CLASS PARTICIPATION AND ATTENDANCE:**

Because this class only meets twice, attendance and participation are mandatory and make up 30% of the course. This course calls for a great deal of student interaction and participation. Expect yourself to get to know everyone in the class. Expect to be actively involved in all exercises, group activities and class discussions.

Please make every effort to be on time to class and return to class on time following breaks. *This includes not being excessively tardy – more than 5 minutes.* Be considerate - be on time.

Effective class participation includes the following:

- Actively engaging in-class activities, case studies, role-plays, question/answer sessions, as well as take on the role of facilitator or leader when appropriate.
- Providing constructive feedback to classmates and encouraging others to become involved in discussions.
- Posing relevant questions and issues, and demonstrating knowledge of material being discussed. **This requires students to take responsibility for reading assigned materials before coming to class.**
- Respecting the rights of others to express their opinions and beliefs even when they are in opposition to one's personal views.
- Demonstrated self-responsibility for all assignments and obligations.
- Being on time and prepared for class.

### **LATE WORK:**

**Late assignments will not be accepted or graded.**

**Email is not an acceptable format for turning in assignments. Hard copy is required.**

### **GRADING POLICY:**

All final grades will be calculated on the following point scale:

A=	90-100
B=	80-89.99
C=	70-79.99
D=	60-69.99
F=	59.99 and below

Final grades will be based strictly on the above point scale and will **NOT** be rounded up. It is your responsibility to keep track of your grade in the class. Grades are entered into D2L weekly.

Assignments are returned the following week via USPS. Students must provide a self-addressed envelope with appropriate postage to receive returned assignments. Check D2L regularly. See me privately or email me with questions related to your grade.

**ACADEMIC INTEGRITY:**

As per the RRCC student handbook, *“Those committing academic dishonesty will be subject to disciplinary actions which may include failing the assignment and/or the course, and/or being suspended or expelled from the college. Disciplinary procedures are outlined in the Student Code of Conduct. Guidelines for the definition of cheating (Article I.I.) and for plagiarism (Article I.J.) can also be found in the Student Code of Conduct.”* (p. 25). The instructor reserves the right to enforce any and all of the above penalties should a student engage in plagiarism or academic dishonesty.

**TENTATIVE CALENDAR (may be subject to change)**

DATE:	AGENDA:	ASSIGNMENT/READING DUE:
9/19	Peer Intros Syllabus Review <b>Nature of Conflict</b> Sources of conflict Definitions of conflict <b>Development of Conflict</b> Escalation of conflict Responses to conflict Communication’s role in conflict Goals for resolving conflict	Read Syllabus Chapters: 1, 2  <b>Quiz: Day 1</b>   <b><u>DROP DATE: 9/19</u></b>
9/26	<b>Conflict Styles</b> Power currencies Applications of power <b>Constructive Approaches to Conflict</b> Therapeutic communication Listening Expressing and dealing with anger Dimensions of resolution Healing	Chapters: 3, 4, 5 Assignment 1 Due Assignment 2 Due  <b>Quiz: Day 2</b>   <b><u>WITHDRAWL DATE: 9/24</u></b>