

CONFLICT RESOLUTION / COM 263 - SECTION 601

Fall 2017 Syllabus

CONTACT INFORMATION

Instructor: Elizabeth Merritts, Communication Adjunct Faculty

Office: Room REA 2304

Office Hours: 15 minutes before/after class, by appointment, and by email

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REQUIRED TEXTBOOK/COURSE MATERIALS

Interpersonal Conflict (9th ed.) by Hocker and Wilmot, McGraw-Hill, 2010

ISBN-13: 978-0078036934

ISBN-10: 0078036933

Access to D2L

Access to Internet

COURSE DESCRIPTION

Focuses on handling conflict productively. Students gain insights into the roots of conflict and engage in skill practice in mediating interpersonal conflicts. The emphasis is on conflict prevention.

Credit hours: 1

COURSE PREREQUISITE/CO-REQUISITES

No Required Prerequisites

COURSE COMPETENCIES & COURSE CRITERIA

COURSE COMPETENCIES:

1. Create a personal definition of conflict based on definitions from a variety of sources
2. Assess personal conflict resolution styles in relation to five distinct conflict resolution styles
3. Differentiate and create "I" messages distinct from "you" messages
4. Define defensive communication behaviors and suggest alternative constructive communication behaviors
5. Evaluate the roles that frustration, power, and anger play in conflict and conflict resolution
6. Apply a plan for conflict resolution to a situation in personal life

COURSE CRITERIA

1. Definition of conflict
 - a. Personal and small group contexts
 - b. World views and impersonal contexts
 - c. Positioning

- d. Win-win and win-lose perspectives
- 2. Styles of Conflict Resolution
 - a. Identification of conflict resolution styles
 - b. Overview of styles, instruments, and research findings
- 3. Alternatives to conflict
 - a. Collaboration and problem solving
 - b. Necessary conditions
- 4. Proactive considerations
 - a. Antecedents to conflict
 - b. Building positive systems and atmospheres
 - c. Defensive communication
- 5. The role of power in conflict
 - a. Sources of power
 - b. Alternatives for powerless individuals
- 6. Emotions and conflict
- 7. Implementation of conflict resolution
 - a. Strategies
 - b. Plans

INSTRUCTOR'S NOTE

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.

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.

CLASSROOM CONDUCT

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.

COURSE REQUIREMENTS

METHODS OF EVALUATION

Assignments	Point Value
Quiz: Day 1	10
Quiz: Day 2	10
Assignment #1: Personal Conflict	25
Assignment #2: Conflict Styles	25
Participation & Attendance	30
Total Points Possible	100

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):

Discuss a **brief**, but actual conflict that you were personally involved in. Select an interpersonal conflict that is significant, such as an intimate relationship, within a family, friendship, or in a workplace setting. Use terms from the text and class lecture to support your analysis.

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. Be prepared to discuss your papers in class. Both assignments will be due on the last day of class, submitted in D2L by 11:59 pm.

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.

MAKE-UP / LATE WORK POLICIES / EXTRA CREDIT

Late assignments will not be accepted, or graded.

GRADING SCALE

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

Grade	Points
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 will be returned the following week via D2L Dropbox.

Check D2L regularly. See me privately or email me with questions related to your grade.

PARTICIPATION AND ATTENDANCE POLICY

Because this class only meets twice, attendance and participation are mandatory and make up 30% (30 points) 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:

1. 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.
2. Providing constructive feedback to classmates and encouraging others to become involved in discussions.
3. 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.**
4. Respecting the rights of others to express their opinions and beliefs even when they are in opposition to one's personal views.
5. Demonstrated self-responsibility for all assignments and obligations.
6. Being on time and prepared for class.

IMPORTANT DATES

STUDENTS PLEASE VERIFY YOUR SPECIFIC CENSUS AND WITHDRAW DATES IN THE DETAILED STUDENT SCHEDULE, WITH DROP & WITHDRAWAL DATE, IN THE ROCK, UNDER THE STUDENT TAB

Census Date: 10/28/17

If you drop a class before the drop date you are not responsible for payment, and you will not lose College Opportunity Fund (COF) credits. Additionally, a dropped course will not be visible on your permanent student record. If you are on financial aid, you should consult a financial aid advisor before dropping a class.

Drop Date:	Saturday, October 28, 2017
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WITHDRAW DATE (LAST DAY TO WITHDRAW WITH A "W")

You can withdraw between the drop and withdrawal dates without affecting your grade point average.

However, if you withdraw from a class you will be responsible for full payment and you will lose COF credits. If you are on financial aid, you should consult a financial aid advisor before withdrawing from a class.

Withdraw Date:	Thursday, November 2, 2017
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CLASS CANCELLATION POLICY

In the event of a class cancellation or delayed start, check D2L by 12:00 noon for alternative assignments and course communication. RRCC is exempt from the State Inclement Weather Policy and may remain open while other state government offices close. If the campus is closed for an entire day, every effort will be made to have a decision by 5:30 a.m. You can learn when bad weather or emergency conditions require that either of the Red Rocks campuses are closed via local news media, or by calling the campus closure line at 303.914.6600.

ACADEMIC INTEGRITY STATEMENT / ACADEMIC DISHONESTY

Academic Misconduct: Plagiarizing, cheating, or committing any other form of academic misconduct including, but not limited to, unauthorized collaboration, falsification of information, and/or helping someone else violate reasonable standards for academic behavior. Students who engage in any type of academic dishonesty are subject to both academic consequences as determined by the instructor and to disciplinary action as outlined in the RRCC disciplinary procedures.

STUDENT HANDBOOK

The current RRCC Student Handbook is your most current source of dates, resources, contacts, and policies: [Student Life Handbook](#).

ACCESSIBILITY

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, 720-372-1591(VP) or [Accessibility Services](#) access@rrcc.edu. Accessibility Services is located in Suite 1182 at the Lakewood campus. More information is available at the [Accessibility Services website](#): www.rrcc.edu/accessibility-services.

NON-DISCRIMINATION STATEMENT

Red Rocks Community College is committed to diversity in its people and programs. The College is an equal opportunity educational institution and does not discriminate on the basis of disability, race, creed, color, gender, sexual orientation, gender expression, religion, age, national origin, or ancestry, or any other category protected by applicable law. Please direct discrimination inquiries to: Red Rocks Community College, Human Resources, 13300 W 6th Avenue, Lakewood, CO 80228-1255, 303-914-6298.

MANDATORY REPORTING STATEMENT

Our College is committed to preserving a safe and welcoming educational environment for all students. As part of this effort, I have an obligation to report certain issues relating to the health and safety of campus community members. I must report to the appropriate College officials any allegation of discrimination or harassment. Sexual misconduct, which includes sexual harassment, non-consensual sexual contact, non-consensual sexual intercourse, and sexual exploitation, is considered a form of discrimination.

In addition to reporting all discrimination and harassment claims, I must report all allegations of dating violence or domestic violence, child abuse or neglect, and/or credible threats of harm to yourself or others. Such reports may trigger contact from a College official who will want to talk with you about the incident that you have shared. In almost all cases, it will be your decision whether you wish to speak with that individual. If you would like more information, you may reach the Title IX/EO Coordinator: D. Arnie Oudenhoven, Executive Director of Human Resources/Title IX Administrator, 303-914-6298 or [Arnie Oudenhoven](mailto:arnie.oudenhoven@rrcc.edu) (arnie.oudenhoven@rrcc.edu)

Reports to law enforcement can be made at the Red Rocks Campus Police Department behind the Welcome Desk at the Main Entrance or [RRCC Dispatch](mailto:rrpd.dispatch@rrcc.edu) (rrpd.dispatch@rrcc.edu) at 303-914-6394.

If you would like a confidential resource, please contact Deborah Houser, Assistant Director of Human Resources/Deputy Title IX Administrator, 303-914-6224 or [Deborah Houser](mailto:deborah.houser@rrcc.edu) (deborah.houser@rrcc.edu)

Further information may be found on the college [Human Resources website](#): [Human Resources Website Sexual Misconduct](#)

COLLEGE POLICIES AND ADDITIONAL INFORMATION

ACADEMIC CALENDAR:

The current RRCC Academic Calendar is your most accurate source of academic events and deadlines [Academic Calendar](#).

RRCC CATALOG:

For additional college policies, please see the current RRCC Catalog ([RRCC Catalog](#))

CAMPUS MAPS:

Campus maps for both the Lakewood campus and the Arvada campus are available for assistance locating your classrooms and other campus services: [Lakewood Campus Map](#) and [Arvada Campus Map](#)

CAMPUS CLOSURE INFORMATION:

Did you know RRCC is exempt from the State Inclement Weather Policy and may remain open while other state government offices close? You can learn when bad weather or emergency conditions require that either of the

Red Rocks campuses are closed via local news media, the RRCC website, or by calling the campus closure line at 303-914-6600.

ACTIVATE AND USE YOUR STUDENT EMAIL ACCOUNT:

RRCC communicates with students via email only through their student email address. For access information and instructions for setting up your account, please see the student email website ([Student E-Mail](#)).

WHAT TO DO IN AN EMERGENCY:

RRCC follows the standard response protocols visible in each in classroom and around both campuses. The RRCC Emergency Management Plan and additional useful information are available via the RRCC Police Department homepage.

TENTATIVE COURSE SCHEDULE

WEEK 1 – SATURDAY, OCTOBER 28, 2017 (9:00 AM – 5:00 PM)

- Peer Intros
- Syllabus Review
- Nature of Conflict
- Sources of conflict
- Definitions of conflict
- Development of Conflict
- Escalation of conflict
- Responses to conflict
- Communication's role in conflict
- Quiz #1

WEEK 2 - SATURDAY, NOVEMBER 4, 2017 (9:00 AM – 5:00 PM)

- Conflict Styles
- Power currencies
- Dealing with difficult people
- Constructive Approaches to Conflict
- Listening
- Communication techniques
- Dimensions of resolution
- Healing/Forgiveness
- Quiz #2