

## CONFLICT RESOLUTION / COM 263 - SECTION 601

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### Spring 2019 Syllabus

#### CONTACT INFORMATION

**Instructor:** Elizabeth Merritts, Communication Adjunct Faculty  
**Classroom:** Room REA 1406  
**Meeting Dates:** Saturday, April 27, 2019 and May 4, 2019  
**Meeting Times:** 9:00 AM – 5:00 PM  
**Office Hours:** 15 minutes before/after class, by appointment, and by email  
**Phone:** 303.914.6100 + ext. 3111  
**Email:** elizabeth.merritts@rrcc.edu

#### REQUIRED TEXTBOOK/COURSE MATERIALS

Difficult Conversations: How to Discuss What Matters Most (10<sup>th</sup> ed.) by Stone, Patton, and Heen  
Publisher: Penguin Books; Anniversary, Updated edition (November 2, 2010)  
ISBN-10: 9780143118442  
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

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##### 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.

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##### 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 conflict 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. 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 silence cell phones and other electronic devices. The instructor reserves the right to ask you to leave the class if you are excessively texting during class.

**LAPTOPS FOR NOTETAKING ONLY.** 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):

Briefly discuss an 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 the day 1 class lecture to provide a short analysis about your style, including its strengths and weaknesses. 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 class sessions to support judgments and conclusions, and provides in-depth analysis and discussion.

1. All written work must be submitted online via D2L Dropbox.
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

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 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. Demonstrate 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: 4/27/19

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, April 27, 2019
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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:	Wednesday, May 1, 2019
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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.

#### TENTATIVE COURSE SCHEDULE

##### WEEK 1 – SATURDAY, APRIL 27, 2019 (9:00 AM – 5:00 PM)

- **Assigned reading – Chapters 1-6 (pages 1-128)**
- Peer intros
- Syllabus review
- Nature of conflict
- Sources of conflict
- Definitions of conflict
- Development of conflict
- Escalation of conflict
- Responses to conflict
- Conflict Styles
- Quiz #1

##### WEEK 2 - SATURDAY, MAY 4, 2019 (9:00 AM – 5:00 PM)

- **Assigned Reading – Chapters 7-12 (pages 129-234)**
- Power currencies
- Dealing with difficult people
- Constructive approaches to conflict
- Communication's role in conflict
- Listening
- Communication techniques
- Dimensions of resolution
- Healing/Forgiveness
- Quiz #2

- Assignments 1 and 2 Due – Submitted by Sunday, May 5th 11:59PM on D2L Dropbox

## RRCC POLICIES AND PROCEDURES

### ACADEMIC MISCONDUCT

Academic misconduct consists of 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, according to the current [Student Handbook](http://www.rrcc.edu/student-life/handbook) (<http://www.rrcc.edu/student-life/handbook>). All academic integrity incidents shall be sent to the Vice President of Student Success, Dr. Lisa Fowler.

### ACCESSIBILITY SERVICES

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, call Accessibility Services at 303-914-6733, 720-336-3893 (VP) or email [Accessibility Services](mailto:access@rrcc.edu) ([access@rrcc.edu](mailto:access@rrcc.edu)). More information is available at the [Accessibility Services website](http://www.rrcc.edu/accessibility-services/) ([www.rrcc.edu/accessibility-services/](http://www.rrcc.edu/accessibility-services/)). Note: Faculty are not obligated to provide accommodations without proper notification by Accessibility Services and accommodations are not retroactive.

### CODE OF CONDUCT AND STUDENT DISCIPLINE PROCESS

Students are expected to adhere to the Student Code of Conduct. All allegations of violations shall be referred to the Chief Student Services Officer. For more information regarding the college's discipline process, contact Dr. Lisa Fowler (303-914-6608) and see the [current RRCC Student Handbook](http://www.rrcc.edu/student-life/handbook) (<http://www.rrcc.edu/student-life/handbook>).

### EMERGENCY NOTIFICATIONS

RRCC uses various communication formats to relay information about emergency situations on or affecting its campuses. Connect-Ed is the notification system the College uses to send emergency messages to its entire community. Emergency notifications are sent via e-mail, text (SMS), and voicemail to mobile or home phones. All students, staff, and faculty are automatically enrolled to receive emergency notifications via their school email, home phone, and work phone as available through the Banner system. To receive mobile phone and text messages (SMS), users must opt-in to this service. You can opt-in and update your phone numbers by visiting the ["Your Alert System"](#) page of Self-Service Banner ([https://erpdnssb.cccs.edu/PRODRRCC/wt\\_emerg\\_ph.p\\_contact\\_info?refer=](https://erpdnssb.cccs.edu/PRODRRCC/wt_emerg_ph.p_contact_info?refer=)). A link to this page is also available on the dashboard of "The Rock" after you login; scroll down to the "Campus Safety" section.

### MANDATORY REPORTING

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, Executive Director of Human Resources at 303-914-6298. Further information may be found on the college [Human Resources website](http://www.rccc.edu/human-resources/sexual-misconduct) (<http://www.rccc.edu/human-resources/sexual-misconduct>).

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#### NON-CIVIL RIGHTS GRIEVANCE PROCESS

The student grievance process is intended to allow students an opportunity to present an issue which they feel warrants action. A grievable offense is any alleged action which violates or inequitably applies State Board for Community Colleges and Occupational Board Policies, Colorado Community College System President's Procedures, or college procedures. Additionally, the student must be personally affected by such violation or inequitable action. For more information regarding the student grievance process, contact Dr. Steven Zeeh, Director of Campus Life (303-914-6372) and see the [current RRCC Student Handbook](http://www.rccc.edu/student-life/handbook) (<http://www.rccc.edu/student-life/handbook>).

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#### NON-DISCRIMINATION

Red Rocks Community College prohibits all forms of discrimination and harassment including those that violate federal and state law, or the State Board for Community Colleges and Occupational Education Board Policies 3-120 and 4-120. The College does not discriminate on the basis of sex/gender, race, color, age, creed, national or ethnic origin, physical or mental disability, veteran status, pregnancy status, religion, genetic information, gender identity, or sexual orientation in its employment practices or educational programs and activities. RRCC will take appropriate steps to ensure that the lack of English language skills will not be a barrier to admission and participation in vocational education programs.

The College has designated the Executive Director of Human Resources as its Title IX Coordinator with the responsibility to coordinate its civil rights compliance activities and grievance procedures. If you have any questions, please contact Red Rocks Community College, Office of Human Resources, 13300 W 6th Avenue, Lakewood, CO 80228, 303-914-6298.

You may also contact the Office for Civil Rights, U.S. Department of Education, Region VIII, Federal Office Building, 1244 North Speer Boulevard, Suite 310, Denver, CO 80204, telephone (303) 844-3417.

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#### REPORT A CONCERN

RRCC cares about the safety, health, and well-being of its students, faculty, staff, and community. You should refer individuals for whom you have a concern, who are exhibiting behaviors that pose a threat to safety, or those that cause a significant disruption to the RRCC community by completing the [electronic form](https://cm.maxient.com/reportingform.php?RedRocksCC) to report a concern (<https://cm.maxient.com/reportingform.php?RedRocksCC>). Please see the [Behavioral Intervention Team website](http://www.rccc.edu/behavioral-intervention-team) for more information (<http://www.rccc.edu/behavioral-intervention-team>). **NOTE: In cases where a person's behavior poses an imminent threat to you or another, contact 911 or RRCC Campus Police at 303-914-6394.**

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#### USE OF RECORDING DEVICES

Recording lectures or classroom discussions is prohibited unless:

- Written permission from the instructor has been obtained and all students and guest speakers have been informed that audio and/or video recording may occur. OR

- A student is entitled to make audio and/or video recordings as an educational accommodation determined through Accessibility Services. A student granted permission to record may only use the recording for their own learning and may not publish or post the recording on any medium or venue without the instructor's explicit written authorization. For more information, please see [SP 19-50](#) (<https://www.cccs.edu/sp-19-50-use-of-recording-devices/>). If you require an educational accommodation, contact [Accessibility Services](#) ([access@rrcc.edu](mailto:access@rrcc.edu); 303-914-6733).

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#### WHAT TO DO IN AN EMERGENCY – STANDARD RESPONSE PROTOCOLS

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](#). **To report an emergency, contact 911.**

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#### ACADEMIC CALENDAR

The [current RRCC Academic Calendar](#) is your most accurate source of academic events and deadlines <http://www.rrcc.edu/academic-calendar>.

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#### ACTIVATE AND USE YOUR STUDENT E-MAIL ACCOUNT

RRCC communicates with students via email only through their college-issued student email address. For access information and instructions for setting up your account, please see the [student email website](#) (<http://www.rrcc.edu/admissions/student-email>).

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#### 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? When either of the RRCC campuses are required to close due to bad weather or emergency conditions, you can learn about it via local news media, the [RRCC website](#), or by calling the campus closure line at 303-914-6600.

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#### CAMPUS MAPS

Campus maps for both the [Lakewood campus](#) and the [Arvada campus](#) are available to help locate your classrooms and other campus services. (<http://www.rrcc.edu/campus-maps/lakewood-interior> and <http://www.rrcc.edu/campus-maps/arvada>).

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#### LOST AND FOUND

Lost and found is located with the Campus Police department at the Lakewood campus (303-914-6394) and with the Welcome Desk at the Arvada Campus (303-914-6010).

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#### RRCC CATALOG

For additional college policies, please see the current [RRCC Catalog](#) (<https://www.rrcc.edu/schedule-catalog>).

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#### STUDENT HANDBOOK

The [current RRCC Student Handbook](#) is your most current source of dates, resources, contacts, and policies including the grade dispute process and academic appeals (<http://www.rrcc.edu/student-life/handbook>).