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# Communication, Conflict, and Negotiation

COM 312

Summer 2023 | Study Abroad

Location: London, Dublin, and Edinburgh

Day/Time: (see schedule below) Mainly Mon./Wed. 10:00-11:30 p.m.

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Dr. Tracy's virtual Zoom office: <https://asu.zoom.us/my/sarahjtracy>  
**Office Hours:** By appointment (please schedule via email)

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## Course Overview and Goals

This class introduces students to the many of the major theories, concepts, and research findings related to the study of communication, conflict and negotiation. This course will discuss communication theory as it relates to conflict and negotiation; however this course also provides “practical skills” development in terms of managing conflict and negotiation in a variety of contexts. The information should be of practical value given that conflict is inevitable in our everyday lives and savvy communicators are needed to successfully resolve and mediate such conflicts.

After completing this course, you will be able to:

- 1) Increase your ability to take others' perspectives.
- 2) Understand the role of goals in conflict.
- 3) Develop a greater awareness of the role of power in conflicts.
- 4) Identify the influence of emotion in your conflicts.
- 5) Expand your understanding and use of a range of conflict strategies.
- 6) Understand how conflict occurs in different relationships & contexts.
- 7) Manage your conflicts more effectively.

The course is divided into three units:

- 1) **Managing the Conflict Process:** conflict communication, communication options, communication theory and conflict, responding to conflict, managing violent tendencies
- 2) **Breaking the Escalation Cycle:** managing conflict climate, managing face, managing stress and anger, managing forgiveness
- 3) **Broad Applications of Conflict Communication:** negotiation, mediation processes, managing conflict in the workplace, managing social conflict

## Course Materials

Cahn, D. D., & Abigail, R. A. (2014). *Managing conflict through communication*. Boston, MA: Pearson. (5<sup>th</sup> edition).

Supplementary materials provided via CANVAS

**Assignments and Grading Policy**

Grades will be assigned using a standard point-based system. Final grades are not “curved” and you will be responsible for keeping track of your own grades (although grades will be routinely posted to our CANVAS course page). Evaluations of your progress throughout the course will be made on the following basis:

| <b>Assignment</b>                        | <b>Points Possible</b> | <b>Points Earned</b> |
|--|------------------------|----------------------|
| Quizzes (11 total, lowest quiz dropped)  | <b>200</b>             |                      |
| Case Studies (2 total; 100 points each)  | <b>200</b>             |                      |
| In Class Participation / Discussion      | <b>200</b>             |                      |
| Exams (Exam 1 at 100, Final Exam at 200) | <b>300</b>             |                      |
| <b>Total</b>                             | <b>900</b>             |                      |

The overall point scale for the class is based on 900 points possible and is as follows:

Letter Grade | Cumulative Points

|    |             |
|----|-------------|
| A  | 846-900     |
| A- | 845-828     |
| B+ | 827-810     |
| B  | 809-774     |
| B- | 773-756     |
| C+ | 755-738     |
| C  | 737-702     |
| C- | 701-684     |
| D  | 683-666     |
| D  | 665-630     |
| D- | 629-612     |
| E  | 611 & Below |

## **Course Specific Policies and Procedures**

Course policies and procedures are implemented and enforced to ensure quality of education and fairness. It is your responsibility as a student to be familiar and comply with each policy.

- **Student Responsibilities:**

Beyond your assignments, you have three core responsibilities in this course: You must **read** all assigned materials, **reflect** on what you've read, and **participate** in class activities and discussions. Learning is an *active* process. It is not merely remembering information, but experiencing ideas as they pertain to our personal/professional lives. To learn effectively, each of us must be willing to read assignments in advance, reflect on our ideas, and take risks by expressing our thoughts.

- **Courtesy and Classroom Climate:**

Inside and outside our classroom, you will most likely meet individuals whose beliefs and ways of life differ greatly from yours. Being exposed to new ideas is an integral part of university life, not to mention your life beyond ASU. Maintaining a positive classroom climate is essential, especially in a conflict communication class in which students will be encouraged to share their experiences and "sensitive" topics may be discussed. The expectation is that you are respectful of the professor and of your classmates, even if you do not agree with the comments made. Please avoid using sexist, racist, and homophobic language in your writing and speaking; it will not be tolerated in this environment. Students are required to adhere to the behavior standards listed in the Arizona Board of Regents Policy Manual Chapter V – Campus and Student Affairs: Code of Conduct (<http://students.asu.edu/srr/code>). A professor may withdraw a student from a course when the student's behavior disrupts the educational process under USI 201-10 (<http://www.asu.edu/aad/manuals/usi/usi201-10.html>).

- **Student Safety & Equity Policy:**

Title IX is a federal law that provides that no person be excluded on the basis of sex from participation in, be denied benefits of, or be subjected to discrimination under any education program or activity. Both Title IX and university policy make clear that sexual violence and harassment based on sex is prohibited. An individual who believes they have been subjected to sexual violence or harassed on the basis of sex can seek support, including counseling and academic support, from the university. If you or someone you know has been harassed on the basis of sex or sexually assaulted, you can find information and resources at <http://sexualviolenceprevention.asu.edu/faqs/students>. As a mandated reporter, we are obligated to report any information we become aware of regarding alleged acts of sexual discrimination, including sexual violence and dating violence. ASU Counseling Services, <https://eoss.asu.edu/counseling>, is available if you wish discuss any concerns confidentially and privately.

- **Course Attendance:**

In-person attendance to our class is expected and a primary part of your grade. If you would like to request an excuse for absence due to severe illness, official university activities, and dire emergencies, please be in touch with the instructor within 24 hours with rationale and documentation where appropriate.

- **Participation:**

Mastering communication competence in conflict management requires synchronous, face-to-face interaction. Therefore, in-class participation is an integral part of this course. There are 200 points available for you to earn over the course of the semester for synchronous participation activities (via CANVAS, Google Docs). These can only be accomplished when you are in class.

If you miss class for an excused absence, you will be required to complete an alternative assignment. *If you miss class for any reason, please email Dr. Zanin or Dr. Tracy within 24 hours.*

If you attend class, but do not complete or turn in the in-class participation assignment, you will not receive points for that class period. Dr. Zanin will update your earned participation points via Canvas, weekly. If you believe there to be an error, **please contact Dr. Zanin within one-week of the posted grade**. Additional points will not be awarded unless Dr. Zanin is contacted and the assignment is made up within this one-week period.

- **Late Work:**

All assignments must be completed by the due date. If an urgent, unforeseeable situation arises that prevents you from being in class for an exam or presentation, *contact Dr. Zanin or Dr. Tracy in advance in order to be eligible for a make-up opportunity*. These situations will be evaluated on a case-by-case basis, and documentation for the reason for your absence may be requested.

- **Course Communication:**

Our primary means of contact and communication for this course will be ASU Student Email and our CANVAS Learn course page. Therefore, it is important that you check both regularly. Email is the best way to reach Dr. Zanin or Dr. Tracy when necessary. Our personal email policy is to respond to all email correspondence from students within one *business* day.

- **Course Concerns:**

If for any reason you find that you are in grade trouble, or if you have any questions or concerns about your performance in the course, please consult Dr. Zanin.

## **University Policies and Procedures**

- **Academic Integrity Policy:**

Plagiarism is intentionally or unintentionally using another's work (including wording, phrases, AI-generated text, or original ideas) without giving the person proper credit. This includes representing anyone else's words as your own. Exact words can be used **ONLY** in direct quotes, clearly presented as such. You are not allowed to use AI-generated text as your own words.

Examples of academic misconduct include (but are not limited to) plagiarism, collusion (unauthorized collaboration), copying the work of another student, or allowing another student to copy your work, and possession of unauthorized materials during an examination.

If you have turned the work in for another class, it is considered self-plagiarism and violates University policy. Even within this course, each assignment must be a new paper; you may not duplicate material across assignments.

Professors who find compelling evidence of academic dishonesty will actively pursue one or more of the following actions: Assigning a grade of XE (“failure through academic dishonesty”) to the student, advocating the suspension or expulsion of the student from the C College, and/or referring the student to Student Judicial Affairs. If a student who is charged with academic dishonesty is found to be in violation, then one or more of these disciplinary actions will be taken. For further information, please read the Student Academic Integrity policy and the code of conduct for Arizona State University:

<http://provost.asu.edu/academicintegrity>.

- **Accessibility Statement:** In compliance with the Rehabilitation Act of 1973, Section 504, and the Americans with Disabilities Act of 1990, professional disability specialists and support staff at [Student Accessibility and Inclusive Learning \(SAIL\) Services](#) facilitate a comprehensive range of academic support services and accommodations for qualified students with disabilities. SAIL staff coordinate transition from high schools and community colleges, in-service training for faculty and staff, resolution of accessibility issues, community outreach, and collaboration between all ASU campuses regarding disability policies, procedures, and accommodations.

Students who wish to request accommodation for a disability should contact Student Accessibility and Inclusive Learning (SAIL) Services for their campus. 480-965-1234 (Voice); 480-965-9000 (TTY) <https://eoss.asu.edu/accessibility>

- **Technology in the Classroom**

Laptops are permitted for academic purposes. If you use a laptop during class, please:

- be prepared for us to monitor your use
- accept moments when you are requested to put away electronic devices
- understand Dr. Zanin and Dr. Tracy reserve the right to override electronic use at any time

No other electronic entertainment devices will be allowed during class (e.g. earphones, texting, social media etc.).

- **Cell Phone Policy:**

As a member of the University's learning community, each student has a responsibility to other students who are members of the community. When cell phones or other electronic devices ring and students respond in class or leave class to respond, it disrupts the class. All such devices must be turned off or put in a silent (vibrate) mode and ordinarily should not be taken out during class. Be prepared to be asked to leave class if you are using your cell phone during our short time together during a non-emergency situation. Other exceptions to this policy may be granted at the discretion of the professor.

## Communication, Conflict, and Negotiation: Tentative Schedule\*

**Quiz Schedule:** Reading quizzes **will be due prior to class** (i.e., **8:59 A.M.** or **9:59 A.M.**) on the date the corresponding chapter is introduced and discussed in class. These due dates are also reflected on Canvas. All quizzes are open and available the entire semester. Students are encouraged to work ahead on reading quizzes. **Late quizzes will not be accepted as they are part of class preparation and participation.** The lowest quiz score will be dropped.

| Week | Day                                   | Course Topics  | Assignments; Due Dates                                   |
|------|---------------------------------------|--|--|
| 1    | Monday<br>(May 15)<br>10:00 a.m.      | Course Introduction<br>Chapter 1: Introduction to Conflict Communication         |  |
|      | Wednesday<br>(May 17)<br>10:00 a.m.   | Chapter 2: Communication Options   | Quiz 1 & 2 (b4 class)                                    |
| 2    | Tuesday<br>(May 23)<br>9:00 a.m.      | Case Study 1 (will work in groups in class)<br>Begin Chapter 3                   | Quiz 3 (b4 class)<br>Case Study 1<br>(Due by 11:59 p.m)  |
|      | Thursday<br>(May 25 )<br>9:00 a.m.    | Chapter 3: Managing Conflict through Theory<br>Chapter 4: Responding to Conflict | Quiz 4 (b4 class)  |
| 3    | Tuesday<br>(May, 30)<br>10:00 a.m.    | Chapter 5: Violent Tendencies<br>Exam 1 Review                                   | Quiz 5 (b4 class)<br>Review for Exam 1<br>(Chapters 1-5) |
|      | Thursday<br>(June 1)<br>10:00 a.m.    | Exam 1 in Class  |  |
| 4    | Monday<br>(June 5th)<br>10:00 a.m.    | Chapter 6: Conflict Climate  | Quiz 6 (b4 class)  |
|      | Wednesday<br>(June 7th)<br>10:00 a.m. | Chapter 7: Managing Face   | Quiz 7 (b4 class)  |
| 5    | Monday<br>(June 12)<br>10:00 a.m.     | Chapter 8: Managing Stress & Anger<br>Chapter 9: Forgiveness                     | Quiz 8 & 9 (b4 class)                                    |
|      | Wednesday<br>(June 14)<br>10:00 a.m.  | Case Study 2 (will work in groups in class)<br>Begin Chapter 10: Negotiation     | Quiz 10(b4 class)<br>Case Study 2<br>(Due by 11:59 p.m.) |
| 6    | Monday<br>(June 19)<br>10:00 a.m.     | Chapter 10: Negotiation<br>Chapter 11: Mediation                                 | Quiz 11 (Bonus!)<br>Final Exam Review<br>(Optional )     |
|      | Wednesday<br>(June 21)<br>10:00 a.m.  | Final Exam (Chapters 6-11)   |  |

\*Over the course of the program, schedule adjustments may be necessary. We will provide as much notice as possible. An updated schedule will be posted to the course CANVAS Learn page.