

# Communication & Conflict

## COMM-4210

Spring 2021 Section E01 3 Credits 01/09/2021 to 05/11/2021 Modified 01/11/2021

### Description

This course will examine communication principles that address how to manage conflicts productively in interpersonal and organizational contexts. Consideration will be given to the role that goals, power, and conflict management styles play in conflict interactions, as well as the potential for third-party interventions.

#### Requisites

Prerequisites:

COMM 1110 Minimum Grade: C or COMM 1100 Minimum Grade: C

Corequisites:

### Contact Information

#### Instructor: Dr. Misty M. Wilson

Email: [mistyw@westga.edu](mailto:mistyw@westga.edu)

Office: Humanities 150

Because of COVID-19 and some underlying health issues, I have an alternative work arrangement granted through our Human Resources department, and I am not planning to be on campus this semester. However, I have every intention of being accessible to you through various formats.

**Google Hangouts:** You can send messages anytime 9 AM-6 PM on Google Hangouts (This is essentially Google's Face Time, and you have access to it free of charge through your UWG Gmail). To send a message or video call, go to your Google Mail. Midway down on the left of your screen, you will see your name, a green dot, and a "+." Click on the "+" and a box will appear. Type my name into the box. A new dialogue screen will open that will give you the options to IM me or video call me. If I'm not available, I will return your call/message as soon as I can.

**Zoom Office Hours:** Each Tuesday and Thursday from 11:30 AM-2 PM, I will be in the Zoom office hours room—just waiting on you to stop by with any questions you might have. If you ever want to pop in for office hours, no appointment is needed, just use this link and "stop by." You will first be directed to a waiting room, and then I will welcome you in—just as if we were in person.

Here is the link and password you'll need to enter office hours:

Join Zoom Meeting

<https://us02web.zoom.us/j/89448213233?pwd=SC9hRUQrZ1JlT0dEdSsxNW5LSjZzZz09>

Meeting ID: 894 4821 3233

Passcode: Wilson2021

### Meeting Times

The class will be held 100% Online

## Interpersonal Conflict

**Author:** Hocker, J. & Wilmot, W.

**Publisher:** McGraw-Hill

**Edition:** 9th

A note about editions: We are using the 9<sup>th</sup> edition, which is an older edition. This should help with the cost of the textbook. You are welcome to buy the newer edition; however, you should note that all exams/quizzes/work will be graded based on the 9<sup>th</sup> edition.

## Course Den

All work this semester will be delivered and completed online, so be sure you have access to Course Den and check it regularly for information and updates.

## Outcomes

At the end of this course you will be able to

- List the elements present in all conflicts
- Describe the types of goals people try to accomplish in conflicts
- Conceptually distinguish between different styles of conflict (both individually and collectively)
- Explain the role of power currencies in conflict
- Make recommendations for different types of interventions into conflict
- Discuss the advantages of forgiveness & reconciliation
- Suggest strategies for preventing destructive conflict

## Evaluation

### Criteria

Assignment	Point Totals
Syllabus Quiz	10 points
Introductory Post	5 points
Module Quizzes	180 points (12 @ 15 pts each)
Module Discussion Board Posts	60 (12 @ 5 pts each)
Conflict Analysis Paper: Rough Draft Segment One	20 points
Conflict Analysis Paper: Rough Draft Segment Two	20 points
Conflict Analysis Paper: Final Draft	100 points
Final Exam	55 points

### Breakdown

Please understand that at the end of the semester, I do not round grades. I go entirely by what's on the syllabus chart listed below. I view this as our contract, and I stick to the rules of the contract. Ex. If you earn 359 points, you have earned a "C" in this

class, even though you are only one point away.

Grade	Range	Notes
A	405-450	
B	360-404	
C	315-359	
D	270-314	
F	0-269	

## ☰ Assignments

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### Syllabus Quiz

I want to make sure that everyone has thoroughly read and thought about our syllabus. So, sometime over the first week, you need to log in to Course Den and take the "Syllabus Quiz," which is just what it sounds like: a quiz over this syllabus! You can (and should) use the syllabus to complete the quiz. It is multiple choice, true/false, and matching with 10 questions. The quiz should be completed by 11:59 PM January 17th. After that time, the quiz will not be available to take, and the points will be forfeited except for excused absences.

### Welcome Introductory Post

I want us to cultivate a learning community, even though we're online (and maybe especially because we're online!). To that end, during the first week, we're going to focus on getting to know each other. Take a moment to introduce yourself and get to know your colleagues by interacting with them. Respond to a minimum of three people, but get to as many folks as you can.

### Module Discussion Board Posts

Several weeks (though not all) we will have a discussion board prompt that asks you to apply the concepts from the week to an assignment and post it to the discussion board. Then, you should return at a later time to respond to your colleagues. Initial posts should be completed by Thursday @ 11:59 PM of the assigned week. Then, respond to at least three colleagues by Sunday night of that week @ 11:59 PM. Failure to complete the discussion board post by the Sunday night deadline will result in a "0" being recorded for your grade. Excused absences (extended or serious illness, death in family, accidents, etc.) will be considered on a case-by-case basis. Any make-up opportunities MUST be completely within a week or a "0" will be recorded for the grade.

### Module Quizzes

Several weeks (though not all) we will have a quiz over that module's materials. The quizzes are noted on the calendar. The quizzes are timed. You will have 20 minutes to answer 15 questions which can include multiple choice, T/F, and matching questions. The quiz will be due by 11:59 PM Sunday of the assigned week. Failure to take the quiz by the Sunday night deadline will result in a "0" being recorded for your grade. Excused absences (extended or serious illness, death in family, accidents, etc.) will be considered on a case-by-case basis. Any make-up exam opportunities MUST be completely within a week or a "0" will be recorded for the grade.

### Conflict Analysis Paper

In this class, we will write an 8-10 page paper analyzing a conflict in-depth. Students will need to choose a conflict early in the semester. This conflict should be one that the student can write extensively about and be comfortable sharing with the class. It can be a personal conflict or just a conflict about which you know lots of information. Either will work fine.

The paper will be turned in in two sections; then, a final draft will be due. The first segment's rough draft is due February 21st @ 11:59 PM.. The second segment's rough draft is due April 4th @ 11:59 PM. The final draft is due May 2nd by 11:59 PM. Drafts should be turned into the Assignment Dropbox. Please note that rough drafts should be polished rough drafts. :)

More details will be posted on Course Den.

# Final Exam

The exam will have 55 multiple choice, true/false, and matching questions. Everything from the book and anything covered during the class this semester is fair game on the test. The Final Exam will be available from May 5th @ 12 AM until May 7th @ 11:59 PM. Failure to take the exam during that time will result in a "0" being recorded for your grade. I will only allow make-up exams for students with excused absences or REAL emergencies (death in family, car accident, etc.), according to my discretion. Leaving early, travel plans, etc. will not be accommodated. Also, please note that all make-up exams are entirely essay and must be taken within 48 hours of missing the exam.

## Schedule

Date	Topic	Assignments
Week 1: January 9- January 17	Introduction to Class	<ul style="list-style-type: none"> <li>• Read the syllabus.</li> <li>• Take the Syllabus Quiz.</li> <li>• Post a Welcome Message on the Discussion Board and respond to three classmates.</li> </ul>
Week 2: January 18-January 24	Module 1: The Nature of Conflict	<ul style="list-style-type: none"> <li>• Read Ch. 1.</li> <li>• Complete assigned viewings on Course Den..</li> <li>• Complete Module 1 Discussion Board Post.</li> <li>• Take Module 1 Quiz.</li> </ul>
Week 3: January 25-January 31	Module 2: Perspectives on Conflict	<ul style="list-style-type: none"> <li>• Read Ch. 2.</li> <li>• Complete assigned viewings on Course Den.</li> <li>• Complete the Module 2 Discussion Board Post.</li> <li>• Take Module 2 Quiz.</li> </ul>
Week 4: February 1- February 7	Module 3: Interests and Goals	<ul style="list-style-type: none"> <li>• Read Ch. 3.</li> <li>• Complete assigned viewings on Course Den.</li> <li>• Complete the Module 3 Discussion Board Post.</li> <li>• Take Module 3 Quiz.</li> </ul>
Week 5: February 8- February 14	Module 4: Power	<ul style="list-style-type: none"> <li>• Read Ch. 4.</li> <li>• Complete assigned viewings on Course Den.</li> <li>• Complete the Module 4 Discussion Board Post.</li> <li>• Take the Module 4 Quiz.</li> </ul>
Week 6: February 15-21	Conflict Analysis Paper Segment One	You have this week to work on completing the polished rough draft of Segment One of your Conflict Analysis Paper. Please upload your rough draft to your Assignment Dropbox by February 21st @ 11:59 PM.
Week 7: February 22-28	Module 5: Conflict Styles	<ul style="list-style-type: none"> <li>• Read Ch. 5.</li> <li>• Complete assigned viewings on Course Den.</li> <li>• Complete the Module 5 Discussion Board Post.</li> <li>• Take Module 5 Quiz</li> </ul>

<p>Week 8</p> <p>March 1- March 7</p>	<p>Module 6:</p> <p>Emotions</p>	<ul style="list-style-type: none"> <li>• Read Ch. 6.</li> <li>• Complete assigned viewings on Course Den.</li> <li>• Complete the Module 6 Discussion Board Post.</li> <li>• Take the Module 6 Quiz.</li> </ul>
<p>Week 9:</p> <p>March 8-March 14</p>	<p>Module 7:</p> <p>Listening</p>	<ul style="list-style-type: none"> <li>• Readings posted on Course Den.</li> <li>• Complete assigned viewings on Course Den.</li> <li>• Complete the Module 7 Discussion Board Post.</li> <li>• Complete the Module 7 Quiz.</li> </ul>
<p>March 15-21</p>	<p>Spring Break</p>	<p>No work.</p>
<p>Week 10:</p> <p>March 22-March 28</p>	<p>Module 8:</p> <p>Interpersonal Negotiation</p>	<ul style="list-style-type: none"> <li>• Read Ch. 8</li> <li>• Complete assigned viewings on Course Den.</li> <li>• Complete the Module 8 Discussion Board Post.</li> <li>• Complete the Module 8 Quiz.</li> </ul>
<p>Week 11:</p> <p>March 29- April 4</p>	<p>Conflict Analysis Paper: Segment Two</p>	<p>You have this week to work on completing the polished rough draft of Segment Two of your Conflict Analysis Paper. Please upload your rough draft to your Assignment Dropbox by April 4th @ 11:59 PM.</p>
<p>Week 12:</p> <p>April 5- April 11</p>	<p>Module 9:</p> <p>Analyzing Conflicts</p>	<ul style="list-style-type: none"> <li>• Read Ch. 9.</li> <li>• Complete the assigned viewings on Course Den.</li> <li>• Complete the Module 9 Discussion Board Post.</li> <li>• Take the Module 9 Quiz.</li> </ul>
<p>Week 13:</p> <p>April 12-April 18</p>	<p>Module 10:</p> <p>Third-Party Negotiations</p>	<ul style="list-style-type: none"> <li>• Read Ch. 10.</li> <li>• Complete the assigned viewings on Course Den.</li> <li>• Complete the Module 10 Discussion Board Post.</li> <li>• Take the Module 10 Quiz.</li> </ul>
<p>Week 14:</p> <p>April 19-April 25</p>	<p>Module 11 A</p> <p>Forgiveness</p>	<ul style="list-style-type: none"> <li>• Read Ch. 11.</li> <li>• Complete the assigned viewings on Course Den.</li> <li>• Complete the Module 11 A Discussion Board Post</li> <li>• Take the Module 11 A Quiz.</li> </ul>
<p>Week 15:</p> <p>April 26-May 2</p>	<p>Module 11 B:</p> <p>Forgiveness, Ct'd</p>	<ul style="list-style-type: none"> <li>• Complete the assigned viewings on Course Den.</li> <li>• Complete the Module 11 B Discussion Board Post</li> <li>• Take the Module 11 B Quiz.</li> <li>• The Final Draft of your Conflict Analysis Paper is due at 11:59 PM on May 2nd.</li> </ul>

Final Exam Period:  May 5- May 7	Final Exam	<ul style="list-style-type: none"> <li>Please take the Final Exam during this time frame. The exam will become available at 12 AM on May 5th and will be available until 11:59 PM on May 7th.</li> </ul>
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## \* Course Policies and Resources

### Course Design/Content Release

This syllabus is intended to provide the overview and timeline for how we will spend our time together. Please know that each week on Monday at Noon, I will release the course materials for that week. I will post a Checklist of readings and assignments to be completed that week with links to help accomplish those things. You, then, have until the following Sunday night at 11:59 PM to complete all of the work for that week (quizzes, discussion board posts, speeches, etc.). The weekly readings/assignments will follow exactly what is listed on the calendar below. For those of you who want to work ahead, the calendar below can help you with that. The readings, assignments, etc. can be found there. If anything is unclear at any point, you can reach out to me, and we'll make sure you understand what you need to get accomplished and how you can do that.

### Netiquette

We live in a technological world. We e-mail, text, and interact with social media constantly. Please remember that these are forms of communication, and we are responsible for how we communicate with each other. Our communication creates our climate. Be mindful of both your content and tone when e-mailing me and other students and also when posting on Course Den. As we live and work in a technologically-dependent age, we have to be intentional about our civility and citizenry. I'll expect that of you, and you should expect that of me, too.

## @ College/School Policies

### Mass Communications Degree Program Learning Outcomes

**ACEJMC Professional Values and Competencies:** The Bachelor of Science degree program in Mass Communications is accredited by the Accrediting Council on Education in Journalism and Mass Communications (ACEJMC), and the Department is committed to preparing students with the requisite knowledge and skills to be successful in the media and communications industries after graduation. The Department has adopted as its Mass Communications degree program learning outcomes ACEJMC's 12 professional values and competencies, known as 6 X 6 MASS COMM SUCCESS, that all graduates of an ACEJMC accredited program should be aware of and able to demonstrate as scholars and professionals in the discipline. For the detailed list of the ACEJMC professional values and competencies, see the [UWG Undergraduate Catalog](https://catalog.westga.edu/preview_program.php?catoid=11&poiid=1991) ([https://catalog.westga.edu/preview\\_program.php?catoid=11&poiid=1991](https://catalog.westga.edu/preview_program.php?catoid=11&poiid=1991)) or [ACEJMC - Standard 2. Curriculum and Instruction](http://www.acejmc.org/policies-process/nine-standards/) (<http://www.acejmc.org/policies-process/nine-standards/>).

### 6 X 6 MASS COMM SUCCESS

<p><a href="https://www.westga.edu/academics/coss/mass-communications/assets/pics/6x6_MC_Success_Graphic.JPG">6 X 6 MASS COMM SUCCESS</a> (<a href="https://www.westga.edu/academics/coss/mass-communications/assets/pics/6x6_MC_Success_Graphic.JPG">https://www.westga.edu/academics/coss/mass-communications/assets/pics/6x6_MC_Success_Graphic.JPG</a>)</p> <p>(click to view image)</p>	<ol style="list-style-type: none"> <li>1. Freedom of Speech &amp; Press</li> <li>2. History</li> <li>3. Diversity</li> <li>4. Global Impact</li> <li>5. Theory</li> <li>6. Ethics</li> <li>7. Think Critically &amp; Creatively</li> <li>8. Research &amp; Evaluate</li> <li>9. Write Effectively</li> <li>10. Self-Evaluate</li> <li>11. Apply Numbers &amp; Statistics</li> <li>12. Apply Technology</li> </ol>
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# Film & Video Production Degree Program Learning Outcomes

**Overview:** The Bachelor of Science degree program in Film & Video Production is designed to train graduates in the field who are agile, adaptable, and able to employ their skills in an array of roles from entrepreneurial content producers to on-set film work, both above and below the line. It will provide students with a comprehensive understanding of the machinery at work behind media production and distribution, along with a set of tangible, marketable, and transferable skills for an array of positions within the infrastructure of film and content production. The FVP degree program learning outcomes include:

1. Demonstrate critical thinking, aesthetic awareness and technical proficiency in the production and assessment of audio-visual film work.
2. Understand all phases and roles of film production in order to help formulate career goals.
3. Understand the various potentials of film as both a commodity for a targeted audience, and an act of authorship and creative expression.
4. Demonstrate an understanding of the diversity of peoples and cultures and of the significance and impact of cinema in a global society.

## Institutional Policies

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### Academic Support

**Accessibility Services:** Students with a documented disability may work with UWG Accessibility Services to receive essential services specific to their disability. All entitlements to accommodations are based on documentation and USG Board of Regents standards. If a student needs course adaptations or accommodations because of a disability or chronic illness, or if he/she needs to make special arrangements in case the building must be evacuated, the student should notify his/her instructor in writing and provide a copy of his/her Student Accommodations Report (SAR), which is available only from Accessibility Services. Faculty cannot offer accommodations without timely receipt of the SAR; further, no retroactive accommodations will be given. For more information, please contact [Accessibility Services \(https://www.westga.edu/student-services/counseling/accessibility-services.php\)](https://www.westga.edu/student-services/counseling/accessibility-services.php).

**Center for Academic Success:** The [Center for Academic Success \(http://www.westga.edu/cas/\)](http://www.westga.edu/cas/) provides services, programs, and opportunities to help all undergraduate students succeed academically. For more information, contact them: 678-839-6280 or [cas@westga.edu](mailto:cas@westga.edu).

**University Writing Center:** The [University Writing Center \(https://www.westga.edu/writing/\)](https://www.westga.edu/writing/) assists students with all areas of the writing process. For more information, contact them: 678-839-6513 or [writing@westga.edu](mailto:writing@westga.edu).

### Online Courses

UWG takes students' privacy concerns seriously: technology-enhanced and partially and fully online courses use sites and entities beyond UWG and students have the right to know the privacy policies of these entities. For more information on privacy and accessibility for the most commonly used sites, as well as technology requirements visit the [UWG Online \(https://uwgonline.westga.edu/\)](https://uwgonline.westga.edu/) site.

Students enrolled in online courses can find answers to many of their questions in the [Online/Off-Campus Student Guide \(http://uwgonline.westga.edu/online-student-guide.php\)](http://uwgonline.westga.edu/online-student-guide.php).

If a student is experiencing distress and needs help, please see the resources available at the [UWG Cares \(http://www.westga.edu/UWGCares/\)](http://www.westga.edu/UWGCares/) site. [Online counseling \(https://www.westga.edu/student-services/counseling/index.php\)](https://www.westga.edu/student-services/counseling/index.php) is also available for online students.

### Honor Code

At the University of West Georgia, we believe that academic and personal integrity are based upon honesty, trust, fairness, respect, and responsibility. Students at West Georgia assume responsibility for upholding the honor code. West Georgia students pledge to refrain from engaging in acts that do not maintain academic and personal integrity. These include, but are not limited to,

plagiarism, cheating, fabrication, aid of academic dishonesty, lying, bribery or threats, and stealing.

The University of West Georgia maintains and monitors a confidential Academic Dishonesty Tracking System. This database collects and reports patterns of repeated student violations across all the Colleges, the Ingram Library, and the School of Nursing. Each incidence of academic dishonesty is subject to review and consideration by the instructor, and is subject to a range of academic penalties including, but not limited to, failing the assignment and/or failing the course. Student conduct sanctions range from verbal warning to suspension or expulsion depending on the magnitude of the offense and/or number of offenses. The incident becomes part of the student's conduct record at UWG.

Additionally, the student is responsible for safeguarding his/her computer account. The student's account and network connection are for his/her individual use. A computer account is to be used only by the person to whom it has been issued. The student is responsible for all actions originating through his/her account or network connection. Students must not impersonate others or misrepresent or conceal their identities in electronic messages and actions. For more information on the University of West Georgia Honor Code, please see the [Student Handbook \(https://www.westga.edu/administration/vpsa/handbook-code-of-conduct.php\)](https://www.westga.edu/administration/vpsa/handbook-code-of-conduct.php).

## UWG Email Policy

University of West Georgia students are provided a MyUWG e-mail account. The University considers this account to be an official means of communication between the University and the student. The purpose of the official use of the student e-mail account is to provide an effective means of communicating important university related information to UWG students in a timely manner. It is the student's responsibility to check his or her email.

## Credit Hour Policy

The University of West Georgia grants one semester hour of credit for work equivalent to a minimum of one hour (50 minutes) of in-class or other direct faculty instruction AND two hours of student work outside of class per week for approximately fifteen weeks. For each course, the course syllabus will document the amount of in-class (or other direct faculty instruction) and out-of-class work required to earn the credit hour(s) assigned to the course. Out-of-class work will include all forms of credit-bearing activity, including but not limited to assignments, readings, observations, and musical practice. Where available, the university grants academic credit for students who verify via competency-based testing, that they have accomplished the learning outcomes associated with a course that would normally meet the requirements outlined above (e.g. AP credit, CLEP, and departmental exams).

## HB 280 (Campus Carry)

UWG follows University System of Georgia (USG) guidance: [http://www.usg.edu/hb280/additional\\_information#](http://www.usg.edu/hb280/additional_information#) ([http://www.usg.edu/hb280/additional\\_information](http://www.usg.edu/hb280/additional_information))

You may also visit our website for help with USG Guidance: <https://www.westga.edu/police/campus-carry.php> (<https://www.westga.edu/police/campus-carry.php>)

## Mental Health Support

If you or another student find that you are experiencing a mental health issue, free confidential services are available on campus in the [Counseling Center](#). Students who have experienced sexual or domestic violence may receive confidential medical and advocacy services with the Patient Advocates in [Health Services](#). To report a concern anonymously, please go to [UWGcares](#).

## ELL Resources

If you are a student having difficulty with English language skills, and / or U.S. culture is not your home culture, specialized resources are available to help you succeed. Please visit the [E.L.L. resource page](#) for more information.

## COVID-19

**Proctored Exams/Online Instruction:** Students should be aware and plan ahead for the possibility of having to complete all courses and/or exams online or in a proctored environment. This means talking with your instructors about what minimum technical requirements (software and hardware) will be required should your class move online or a student's personal needs dictate. This also includes making plans for internet access at whatever location participation may occur.



Virtual or in-person proctored exams, if your instructor should require them, may result in an additional cost to the student. Please discuss these details with your instructor or see the information provided here.

**Face Coverings:** Effective July 15, 2020, University System of Georgia institutions, including the University of West Georgia, will require all faculty, staff, students, and visitors to wear an appropriate face covering while inside campus facilities/buildings where six feet social distancing may not always be possible. Face covering use will be in addition to and is not a substitute for social distancing.

Face coverings are not required in campus outdoor settings where social distancing requirements are met. Anyone not using a face covering when required will be asked to wear one or must leave the area.

Reasonable accommodations may be made for those who are unable to wear a face covering for documented health reasons.

**Student FAQs:** For more information about UWG COVID-19 guidance for students visit the [Student FAQ webpage](https://www.westga.edu/student-services/health/coronavirus-info/return-to-campus/students-faq-return-to-campus.php) (<https://www.westga.edu/student-services/health/coronavirus-info/return-to-campus/students-faq-return-to-campus.php>).

## Additional Items

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