

**COM 3465 Conflict Management & Negotiation in the Professions
Course Syllabus ~ Summer A 2014**

COURSE CONTACT: Dr. Jade Williams

Email: JadeUF@ufl.edu

Phone: 352-273-1865

Office: 414 Rolfs Hall

COURSE DESCRIPTION & OBJECTIVES

This course introduces students to fundamental concepts and skills relevant to effective communication in conflict interactions that occur in business and professional settings. Emphasis is placed on helping students to understand and improve the conflict management and negotiation skills required in their professional careers. By the end of this course, you should be able to:

1. Recognize and explain the role of communication in professional conflict and negotiation;
2. Discuss the extant theoretical perspectives related to conflict and negotiation;
3. Develop a greater awareness of the role of power and emotion in professional conflict;
4. Increase your ability to take others' perspectives;
5. Identify stakeholder T.R.I.P goals, conflict styles/approaches, interests and positions;
6. Expand your understanding and use of interpersonal, organizational and consumer negotiation skills;
7. Manage your professional conflicts more effectively.

REQUIRED TEXT

The readings are the cornerstone of this course. Please obtain and begin to read the textbook listed below:

Spangle, M. L., & Isenhardt, M. W. (2003). *Negotiation: Communication for diverse settings*. Thousand Oaks, CA: Sage.

INSTRUCTOR EXPECTATIONS

You should expect that Dr. Williams will:

1. Convey knowledge and passion for course material.
2. Conduct the class in a manner that is engaging.
3. Assign meaningful work that allows you to engage the course, its content and material.
4. Grade assignments and provide helpful feedback in a timely manner.
5. Reply to your emails within 48 hours.
6. Attempt to relate material in this course to your everyday life and professional relationships, as well as to relevant global, social, and political contexts.

STUDENT EXPECTATIONS

Students are expected to give themselves to and engage this course fully. If you do, you will gain invaluable knowledge and experiences that will forever influence the way you understand and communicate with yourself and others. To help accomplish this, you are expected to:

1. Complete and spend time contemplating the readings each week.
2. Complete and submit all assignments in advance of the deadline.
3. Participate actively in all discussions and course activities.
4. Contribute positively to the classroom and group climates.
5. Take a self-motivated approach to the course, including personal accountability for your behavior and academic progress in the class.
6. Stay in contact with me throughout the semester. Communicate with me about the course, its content, about conflict in your life and how our course relates. Come to me, and let me help you, any time you have questions, problems or concerns related to your mastery of course objectives.

SAKAI REQUIREMENT

Check your UFL.edu email and our Saki course site daily. All class functions are performed on Sakai. If you have computer/internet or Sakai-related problems or questions, contact the UF Computing Help Desk at (352) 392-HELP [4357], or email helpdesk@ufl.edu.

EXAMS AND MAJOR ASSIGNMENTS

Chapter Review Questions (180 pts = 9 RQs @ 20 points each)

Chapter Review Questions (RQs) are assigned for each chapter (except Chapter 3—no RQ is assigned for that chapter). RQs are due and must be submitted to Sakai no later than 11:59 p.m. on the due date to be eligible for points. There are no exceptions to this rule. NOTE: Although there are 10 RQ assignments throughout the semester, only your 9 highest scores will count toward your final grade (one grade will be dropped). This allows students to miss or do poorly on one RQ without penalty.

Quizzes (60 pts = 6 Chapter Quizzes @ 10 points each)

Quizzes are assigned for each Module I chapter (Chapters 1-6) and are taken on Sakai. Quizzes must be completed no later than 11:59 p.m. on the due date to be eligible for points. There are no exceptions to this rule.

Final Exam or Project (40 points)

Students will finish the semester with a Final Exam or Final Project (varies with semester--see Course Calendar).

Introduction Quiz (10 points)

The Introduction Quiz is taken on Sakai and is designed to help you find important information about this course and the assignments.

Practice Discussion (10 points)

At the end of Module I, you will complete a PRACTICE Discussion on the discussion board. This assignment is designed to help you better understand what will be expected in order to earn points for Discussion Posts in the bigger Module II Discussion Assignments.

Discussion Assignments (100 points total)

Discussion assignments are designed to help familiarize students with concepts and terminology introduced in the readings, as well as to help analyze real-world conflict. There are five Module II Discussions assignments in total, one for each Module II chapter.

DISCUSSION GRADING (MODULE II DISCUSSIONS ONLY)

Up to 20 points can be earned for each Discussion Assignment, as follows:

Initial Post = up to 10 points

Discussion Posts = up to 9 points (3DPs X 3 pts each)

Extra Posts = up to 1 point total per forum

INITIAL POST (Up to 10 points)

For your Initial Post (IP), you will write a well-considered, readings-based response to the discussion prompts provided for each assignment. In many cases, you will write about a conflict interaction and then analyze the conflict according to specific concepts/terms presented in the corresponding chapter. **In order to be eligible for points, your responses must provide thorough analyses based entirely on the chapter information, properly cited throughout,** and be posted to the appropriate discussion forum prior to the IP deadline. *NOTE: You must post your IP to the forum in order to receive access to that forum. The first post you make (the one that allows you access to the forum) is the one that is graded as your Initial Post, and it cannot be edited once posted. Therefore, make sure that your correct IP is in the post before submitting it. If there is nothing in the first post you make, or if it is the wrong information, a "0" will be assigned for that IP. Also, IPs that do not properly cite the textbook/videos will receive "0" points.*

DISCUSSION POSTS (up to 3 points each X 3 DPs = 9 points max per forum)

I will accept your three best posts to grade as your DPs for each forum. You will make at least three well-considered, readings-based Discussion Posts (DPs) for each forum that meet the following criteria:

1. Two DPs should be in direct response to other students' Initial Posts. That is, read and respond directly to two students' IPs.
2. At least one DP should be made in response to other students' Discussion Posts (can be a reply to someone who responded to your IP or to any Discussion Post in the forum).
3. To be eligible for points, Discussion Posts must:
 - Be based clearly and **explicitly** on information read in the textbook and lectures, with **proper in-text citation** of the textbook and videos. See below for more detailed information about how to cite course material, or contact Dr. Williams for help. Note: When asked to cite "outside sources," be sure to include proper in-text citations, as well as a full References list at end of post.

- Make NEW, meaningful, readings-based contributions to the conversation. **Make new connections with the readings** (do not recycle what another student has already said). Use MULTIPLE concepts and terms from throughout the textbook/videos in each discussion post (not just one term/concept and not from only one chapter). Show how multiple concepts/terms relate to one another and, jointly, help us to form a more comprehensive understanding of the conflict interactions, as well as the concepts/terms.
- **Cite our textbook and videos!** For example, put the page numbers in parentheses where you read about information that you are discussing. If you use a direct quote, it **MUST BE IN QUOTATION MARKS!** Failure to adhere to these rules will result in a “0” on the assignment. Consistent violations will result in disciplinary action (see Student Conduct section for more information). Below are some examples of acceptable ways to cite our textbook (Spangle & Isenhardt, 2003) in this class.

IF YOU USE A DIRECT QUOTE (include quotation marks and page numbers):

According to Spangle and Isenhardt (2003), “organizations resemble families” (p. 277).

--OR--

According to our textbook, “organizations resemble families” (p. 277).

WHEN YOU PARAPHRASE (include page numbers):

Organizations and families have shared characteristics (p. 277-278).

- NOTE: Posts that do not adequately meet the above requirements will earn “0” points.

Here are some examples of ways to go about making meaningful Discussion Posts:

- Change the SCOPE of the analysis. For example, discuss a situation that is similar to the one presented in the IP, specifically with respect to the impact of differing contextual factors.
- Change the DEPTH of analysis. For example, if the analysis presented in the IP is somewhat surface level, use the DPs to dig deeper into the conflict analysis.
- Provide tips/suggestions introduced in the textbook, as well as explanation for why these tips might apply to the situation presented by another student.
- Present an opposing or slightly different view of a conflict interaction or related issue to encourage perspective-taking. Always be respectful of one another and differing perspectives.
- Feel free to use your own experiences to help illustrate points; just be certain to connect/relate your own experiences directly with new information from the readings, properly cited.

EXTRA POSTS: Up to 1 point (max per forum) can be earned for making additional posts beyond what is required above. Extra Discussion Posts (ones that meets the requirements listed above), can earn up to 1 point each. Any posts that do not meet the requirements for Discussion Posts (e.g., if you do not cite the text) can earn up to ½-pt each, up to 1 point total per forum.

POINTS & GRADES

POINTS

180 = 9 Review Questions* assignments X 20 pts each

100 = 5 Discussion assignments X 20 pts each

60 = 6 Chapter Quizzes X 10 pts each

40 = Final Exam

10 = Practice Discussion (Module I)

10 = Introduction Quiz

400 POINTS POSSIBLE

*Highest 9 out of 10 Review Question assignments count toward your final grade.

IMPORTANT NOTES:

1. You are permitted to ATTEMPT each Quiz a maximum of three times. This means that the system will allow you to start each quiz up to three times. If you are disconnected or otherwise unable to complete the quiz, that counts as one attempt regardless of whether or not you finish taking it. Therefore, it is important that you take the quizzes on a computer with a reliable internet connection

2. Review Questions Grading:

Assignments submitted with all questions answered can earn up to 20 points.

Assignments submitted with one question missing can earn up to 17 points.

Assignments submitted with two questions missing can earn up to 14 points.

Assignments submitted with three questions missing can earn up to 10 points.

Assignments submitted with four or more questions missing will earn 0 points.

IMPORTANT: Additional points will be deducted for each incomplete, incorrect or poor-quality response.

ASSIGNMENT LETTER GRADE DESCRIPTIONS

A/- = Excellent! In addition to excellent quality and performance, work that earns an “A” exceeds minimum requirements and expectations.

B+/- = Very good! A grade of “B” indicates successful completion of all assignment requirements with little room for improvement. Please note that all minimum requirements must be satisfactorily completed to earn a grade of “B” or better. Writing skills and overall performance are above average.

C+/- = Good! A grade of “C” is the most commonly earned grade on course assignments. It indicates work in good standing. All minimum requirements are met, although some might need improvement. Writing skills are average to excellent.

D+/- = Passing...but below average. The assignment’s minimum requirements are not met and/or quality of work is less than average.

E = Not passing. Minimum requirements are not met and quality of work is poor, or work displays plagiarism.

FINAL GRADE

Below is the percentage and point break-down for each letter grade. Please be advised that final letter grades are determined by the number of points earned, and I do not round up.

Letter Grade	Percentage
A	93 – 100 %
A-	90 – 92.99 %
B+	87 – 89.99 %
B	83 – 86.99 %
B-	80 – 82.99 %
C+	77 – 79.99 %
C	73 – 76.99 %
C-	70 – 72.99 %
D+	67 – 69.99 %
D	63 – 66.99 %
D-	60 – 62.99 %
E	0 – 59.99 %

Special Note Concerning Final Grades of Incomplete

A grade of “Incomplete” is given only to a student with extreme circumstances that prevent the student from completing course requirements during the semester in which s/he is enrolled. Please be forewarned that an “Incomplete” can only be given to a student who has completed at the 50% of the class and who is passing the course with a grade of “C” or better at the time the Incomplete is negotiated. See the University’s policy for more information.

GENERAL ASSIGNMENT POLICIES

DEADLINES

Deadlines are absolute. All assignments are due to Sakai by 11:59 p.m. EST on their respective due dates. It is imperative that you plan ahead. Students are expected to submit assignments at least one day in advance of the scheduled deadline. It is your responsibility to be certain that your available computer is compatible with Sakai, and to do this well ahead of any assignments coming due.

SUBMITTING WRITTEN WORK

All written assignments will also be submitted through the designated space under “Assignments” on Sakai. It is your responsibility to ensure that your assignment has been successfully received by Sakai prior to the deadline. Submit only .doc or .rtf files.

Important Note: Because students’ work is submitted to one location, I require a naming convention for the files in order to differentiate assignments. Save each assignment using the following format: your last name, first initial, and assignment (with space marks “_” in between). For example, Al Gator’s RQ1 assignment file name would look like this: Gator_A_RQ1.

ADDITIONAL COURSE POLICIES

ATTENDANCE, UNIVERSITY-SANCTIONED EVENTS & RELIGIOUS HOLIDAYS

Due to the online nature of this course, there are no excused or unexcused absences. You are expected to participate in and complete all Discussion Assignments, readings, and other class assignments in advance of the deadline. If you know that you will have something coming up (e.g., university-sanctioned events and religious holidays), be sure to submit your work in advance of the event/holiday/etc. In the event of an extreme emergency that will prevent you from submitting work for several days (e.g. hospitalization, deployment to a war zone, etc.), please notify me as soon as possible (or have someone do so on your behalf) and then contact me when out of harm’s way so that we can discuss your options for completing the course. Please also see the “Special Note Concerning Final Grades of Incomplete” provided above for more information about eligibility requirements for receiving grades of Incomplete.

ACADEMIC INTEGRITY AND ACADEMIC MISCONDUCT

All submitted work during the course, written or oral, will be the student's personal, original work, with credit being given to sources used. If a student violates this understanding, evaluations of work must be affected accordingly and if necessary, adjudication will be processed by procedures approved by the University of Florida Honor Court.

STUDENT CONDUCT

The Dial Center for Written and Oral Communication strives for a classroom climate that is comfortable for all. Students are expected to behave according to the UF student code of conduct in their classes. This means treating their instructors and fellow classmates with respect. To ensure a positive learning environment, students should not: make complaints publicly (in front of other students); attack the instructor or other students verbally, physically, or in written form; or express reactions in the classroom that would bring harm to other students. Failure to meet the UF code of conduct can impact a student’s class participation grade or result in referral to the UF judicial office. Class atmosphere can be made or broken by the approach that students take to the challenges of the course. Students that support others, show good humor in the face of obstacles, show dedication in the face of setbacks, and show grace when others are not doing as well will help to create a positive communication climate.

Here, our computers are our classroom. In an online class such as this, it is especially important for each of us to:

- Be open to opposing or differing viewpoints. We, both individually and collectively, have much to gain from doing so;
- Display respect for all members of the classroom – including the instructor and students;
- Avoid negative language (such as racist, sexist, homophobic, etc.) that may unnecessarily exclude members of our campus and classroom;
- Respond to all people who attempt to communicate with you via email and discussion boards (e.g., be sure to reply to people's posts on the Discussion Board) in a timely manner;
- Read all assigned readings and participate in all class sessions and activities;
- Always, always, always remember that there is a PERSON on the other side of SCREEN.

DISABILITY AND SPECIAL ACCOMMODATIONS

Any student in this course who has a disability that may prevent him or her from fully demonstrating his or her abilities should contact me privately, as soon as possible, so we can discuss accommodations necessary to ensure a successful and educational experience. It is your responsibility both to notify me and to make the first contact with the Disability Resource Center (DRC). Additionally, you must provide written documentation from the DRC at least one week prior to the date in which you are requesting accommodations.

RIGHT TO PRIVACY

The Family Educational Rights and Privacy Act (FERPA) ensures that your student records (for any students over 18 years of age) are kept confidential. I will not release your grades to anyone other than you or school officials who are given permission to view your progress. Anyone other than you (or an approved school official) may not request any information (beyond simple directory information) about you, your progress, or your status as a student in my class – this includes parents, partners, and other students. For more information, see the University of Florida website for The Family Educational Rights and Privacy Act (FERPA).

ACCEPTABLE USE OF COMPUTER SYSTEM

As a student in this class you're subject to the Acceptable Use Policies for UF's computer systems. Anyone violating these policies will receive an automatic grade of "E" for the course and will be referred to the University for Disciplinary Action as deemed appropriate by the University of Florida Honor Court.

CHANGES TO COURSE SYLLABUS/CALENDAR

I reserve the right to update or change portions of this course syllabus and calendar in order to make the class a better experience for everyone. This may be in response to suggestions from students, from my own observations, or as the result of requirements by the Department, College, or University. Changes will be posted to the course site on Sakai.

COURSE FEEDBACK

I welcome feedback about the course. If we wait until university evaluations at the end of the semester, I cannot make changes that will help you. I regularly ask the class for feedback and suggestions regarding the quizzes and assignments. Please share your thoughts with me in an

open and constructive manner during the semester. You can make suggestions with me privately during office hours or anytime via email.

QUESTIONS, CONCERNS, COURSE PROBLEMS

If you have any concerns regarding the course, contact me via e-mail immediately. I am always willing to assist you in any way that I can. However, please do NOT contact me for computer, internet and/or Sakai-related problems. Contact the UF Computing Help Desk at (352) 392-HELP [4357], or email to helpdesk@ufl.edu for these matters. Computers do act up, so plan ahead and give yourself plenty of time before deadlines to complete and submit your work.

HAVE FUN WITH IT!

Feel free to play with the material, share your ideas, and contribute to the class. The more you engage the material and your fellow classmates, the more everyone will enjoy and benefit from the course.

TENTATIVE COURSE CALENDAR—COM3465—Summer A 2014

WEEK 1:

MAY 13 (Tue)—Introduction Quiz due

MAY 15 (Thu)—Chapter 1 Quiz & Review Questions due

WEEK 2:

MAY 19 (Mon)—Chapters 2 & 3 Quizzes & Chapter 2 Review Questions due

MAY 25 (Sun)—Chapters 4-6 Quizzes & Review Questions

WEEK 3:

MAY 28 (Tue)—Initial Post due (see Module I practice forum on discussion board)

MAY 29 (Wed)—Module I practice forum closes (Discussion Posts due)

JUN 2 (Mon)—Chapters 7 & 8 Review Questions due

WEEK 4:

JUN 4 (Wed)—Chapters 7 & 8 Initial Posts due

JUN 6 (Fri)—Chapters 7 & 8 Discussion forums close

WEEK 5:

JUN 11 (Wed)—Chapters 9-11 Review Questions due

WEEK 6:

JUN 16 (Mon)—Chapters 9-11 Initial Posts due

JUN 18 (Wed)—Chapters 9-11 Discussion forums close

JUN 20 (Fri)—Final Exam deadline