

COM 312: COMMUNICATION, CONFLICT & NEGOTIATION

Hugh Downs School of Human Communication, Arizona State University, Tempe

Instructor:

Email:

IMPORTANT NOTES:

- Assignments in the textbook begin in the first week, so get your textbook immediately. Not yet having the book does not excuse you from assignments.
 - In addition to purchase of the textbook, this course requires registering for negotiation training.
 - Some discussion board questions require outside activity. Be sure to read the discussion questions ahead and plan accordingly.
 - If you remain in the class past the first day, you are agreeing to abide by the class syllabus.
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Email is the only way to contact your instructor or teaching assistant for this course. We generally return email within 24 hours (weekdays) and 48 hours (weekends), and often quicker. If you have not heard back from us within those time frames, please email us again.

When emailing, please put the course name COM312 in the subject line and a few key words about your message, use professional communication (include a greeting, good grammar/punctuation & complete sentences) and adhere to the general rules of common courtesy and respect.

Please note: Drs. Lauren Amaro and Jess Alberts designed and developed this course and serve as guest lecturers in videos, etc. Please DO NOT contact Drs. Amaro or Alberts. This course was designed by the university and the Communication Department. It was not designed by the instructor or teaching assistant. If you have issues with the course design please let us know and we will attempt to address them.

This class, as all others in the School, is taught in English. If English is not your first language and you are having difficulty in speaking, writing, or understanding—please seek assistance at the ASU Writing Center <http://tutoring.asu.edu/writing-centers> or with the International Student office which provides conversational groups for non-native speakers. Since this class is taught in

English, all work in this course will be graded based on a common rubric that assumes an understanding of English.

Please also be advised that all work for this class must be **original** to this class. You may not recycle papers or work from other courses you've taken, including if you are taking this course over again. We consider this behavior to be academically dishonest.

This course is delivered solely through the Internet. Please see <http://asuonline.asu.edu> for a list of **TECHNICAL REQUIREMENTS** that you need in order to access this online course. If you are unfamiliar or uncomfortable with this type of computer-mediated environment, you may want to consider a different course. Please become familiar with the class interface *before* the session begins and seek help if necessary. All ASU campuses have resources available to help you with this task. A lack of technical knowledge is *not* an acceptable excuse for late work.

All students are responsible for managing their time in regards to assignments and **planned Blackboard outages** (which are often late at night and could be a factor if you are submitting an assignment just before the deadline). Information on planned outages can be found at <http://systemstatus.asu.edu/>. Unplanned outages will be dealt with on a case-by-case basis.

Required Materials:

1. Cahn, D. D., & Abigail, R. A. (2014). *Managing conflict through communication*. Boston, MA: Pearson.
2. *Stitt Feld Handy Online Group Negotiation Course*. This online course is composed of eight negotiation simulations that you must engage in and reflect on. Your final paper will be based on your experiences with the online negotiations. (They can be quite fun, as well as educational.) When you complete the course, you will receive a certification of completion in conflict negotiation from ASU. **Please do not sign up directly online**. We have negotiated a 50% price discount with the owners of the program, which you will receive *only if you sign up using the participant code HD497*. To sign up for this course you must:
 - a. Go to: <http://www.sfhgroup.com/ca/training/online-training/online-negotiation-course.php>
 - b. Click on "register"
 - c. Then click on "United States."
 - d. Complete the registration form and be sure to include **HD497** in the "Participant Code" box and *indicate if you would like a copy of the certification of completion*.
 - a. Pay the \$100 fee (which includes the course discount).
 - b. Make note of your user name and password so you can access the training easily.

We use the simulations in the second half of the course, but it's important that you sign up well ahead, so that you have time to work through the material. The eight negotiation modules each take approximately 45 minutes to one hour to complete. I will receive notification of who completes the course.

3. Supplemental Readings, which are available on the Blackboard site in the associated modules. (See the list of additional readings later in the syllabus).
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Course Description:

COM 312 introduces students to the basic principles of effective communication and conflict interaction. In order for this course to be of value to you and your classmates, you need to read the assigned readings, listen to the relevant Module lectures, and post on the discussion board. This class is carefully designed to help you

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. be able to 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. be able to manage your conflicts more effectively.
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Student Responsibilities:

One of the benefits of online learning is that you interact with the class material as your schedule permits. Because the course is flexible to your schedule, it requires you to be self-motivated (1) to thoroughly read the module readings, (2) to complete and submit your assignments well *prior* to the deadlines, and (3) to keep in contact with the instructor as necessary.

IMPORTANT: The requirements and rules indicated in this syllabus and on our course site are *non-negotiable*. You should drop the class immediately if any aspects of the course, its rules, requirements and/or the instructor's expectations are not acceptable to you. As a student enrolled in COM 312, **you are responsible for the following:**

Course Contact: You should check your ASU e-mail and the class announcements posted on the Blackboard site daily. Periodically, I post announcements and/or send out individual and class emails with updated information about the class. Your graded assignments will be returned to you via Blackboard through email or the Grade Center. Because all email sent via the Blackboard site is automatically sent to students' asu.edu accounts, it is important that you regularly access and read your ASU email. If you use another email address most of the time, please redirect your ASU email to that account.

IMPORTANT: Please note the Blackboard button called *Hallway Conversations and the threads created based on our course*. This is the place to post questions, raise issues, and make suggestions for the instructor and/or for your fellow students. Please post within a given thread and I will respond within 24 hours (weekdays) and 48 hours (weekends). Because this is

an open forum – all students can see what goes on there – you can benefit from what others have asked or had to say, and you can participate in the conversation.

- **You must subscribe to this Forum** right away to avoid missing important course information. By subscribing, you'll receive an email notice when questions or answers are posted.
- Post your questions or inquiries to the appropriate thread.
- Clearly indicate the *subject matter of your question/comment in the reference line* of your post so that everyone can use this as a resource for future reference.

Of course, if you have private issues or concerns, feel free to email me directly.

Computers: This course is designed for students who already have basic experience with computers and the Internet. You are expected to have access to a reliable computer with appropriate software, and reliable, high-speed Internet access.

Tech Support: If you have computer/internet or Blackboard site-related problems or questions, please contact the ASU Service Center. I am unable to assist in these matters. Help is available 24 hours a day, 7 days a week; call [1-855-278-5080](tel:1-855-278-5080) or start a live chat through the My ASU Service Center. ASU staff will provide Blackboard support and help students resolve technical issues related to their coursework. Also see the Technical Support button in our course Blackboard.

Readings: Readings are assigned for each unit of the course and are found in the *Weekly Module* sections on the Blackboard site. Doing all of the readings thoroughly — such that you are able to comprehend, apply, evaluate, and critique the information presented — is required for all assignments and is essential for success in this class.

Assignment Deadlines: The due dates for each Module's assignments are listed in the Course Schedule and the Syllabus, which are provided in the course Blackboard. All assignments must be submitted correctly **before 11:59 p.m. Arizona time** on their due dates to be eligible for credit. Deadlines are absolute; late assignments will not be accepted for any reason (not even if the Blackboard site is not working). Any assignments submitted one minute or later after the 11:59 p.m. deadline will receive a grade of "0." Therefore, you should prepare for the unexpected by recognizing deadlines as the latest possible moment that assignments will be accepted, and submit assignments well in advance.

FAQ (Frequently Asked Questions):

The FAQ section in Blackboard includes responses to questions about the course from past students. Reading through this section in advance can help you avoid common questions and problems.

Course Requirements:

Exams (240 points):

There will be three objective exams that evaluate your understanding, comprehension, and mastery of the readings, lectures and other material. These exams are worth 80 points each. You have one hour to complete each exam. Each exam is available for 48 hours from the time that it opens. For the exams, you are responsible for all material covered in class, whether in the lectures, in the readings or on the discussion board. Make sure you have a good, stable internet connection before beginning the exam (generally NOT wifi). Needing to reset an exam for any reason will result in a minimum 10% grade reduction.

Reading Quizzes (70 Points):

There will be seven reading quizzes, one for each module. Each ten-question quiz is worth up to 10 points. **You will have exactly 15 minutes to complete each quiz.** If you take too long, the exam will time out and you will not receive credit for the quiz. You will NOT be allowed to take or receive credit for quizzes after the quiz due date/time. Quizzes will not be reset for retaking. Make sure you have a good, stable internet connection before beginning the quiz (generally NOT wifi).

Discussion Board Posts (130 Points):

You will be responsible for two discussion board posts per module (except for Module Seven, which contains only one discussion post). Each discussion post is worth up to 10 points. Typically the first discussion question (DQ) will require that you respond to a concept, claim or issue discussed in the readings or lectures. For the second DQ, you will be expected to engage in an activity or experience **before** you post your response to the discussion board.

IMPORTANT: Some of these experiences must be completed during the week prior to the date of your post. Consequently it is important that you read all DQs at the beginning of the module so that you have time to complete the assigned activity before the posted due dates. **All discussion posts must be between 150 and 300 words.** You are required to provide citations to the relevant literature where appropriate and to provide a reference list of the sources cited at the end of the post, using APA style. Posts are graded on content (use of course material, quality of insight) and your ability to follow directions (submission deadline, use of APA, word count).

Final Paper (60 Points):

For the final paper, you must first complete the Stitt Feld Handy Online Group Negotiation Course. **Complete assignment details will be made available in Module 7.** Some key points:

Once you complete the training, you cannot re-enter the negotiation program. Make notes about your experience during your training so you can refer to them when writing your final paper.

For this paper, you are required to provide citations to the relevant literature where appropriate and to provide a reference list of the sources cited at the end of the paper, using APA style. (NOTE: The ASU Libraries website has extensive tutorials on using APA.) Your sources may come from the textbook, class readings, and the negotiation notes from the online negotiation

simulation course (the *Stitt Feld Handy Online Group Negotiation Course* you are required to register for and complete) as well as other research books, articles and chapters you locate. You must submit your paper on the class Blackboard site (Module 7) by the due date/time. **No late papers will be accepted.** (See the course FAQ for helpful information.)

You are expected to be able to write at the collegiate level (clear thesis statement, preview, fully developed paragraphs and ideas, correct APA citation format, correct reference format [APA], etc.) If you have ANY doubts about your abilities, I strongly suggest that you seek assistance. There are a number of invaluable resources available to you through the University at no charge. (See the Student Resources button in the course Blackboard.)

NOTE: When you submit your paper it will go through SafeAssign, a plagiarism detection device available through Blackboard. Please verify that your paper was submitted correctly. To do this, go to the Grade Center. If you see an exclamation point (“!”) inside of a colored circle in the space where your grade will be, then your assignment was successfully received. *It is your responsibility to verify this PRIOR to the deadline, as no assignments will be accepted that are not successfully submitted through SafeAssign by the deadline.*

Class Performance: You are expected to read all of the assigned readings, listen to all of the lectures, complete and successfully submit all assignments on time, review the Hallway Conversations, and interact with your classmates and instructors in a civil and respectful manner. If you encounter problems that will interfere with your ability to complete an assignment or the course in a timely or successful manner, please contact me immediately so that I can assist you. It is important that you contact me before the end of the course. If you wait until then, I likely will not be able to help you be successful in and/or complete the course.

Points:

Exams	(3 X 80)	240
Reading Quizzes	(7 X 10)	70
Discussion Posts	(13 X 10)	130
Final Paper	(1 X 60)	60
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Grade Distribution:

A+ = 485-500 points A = 465-484.5 points A- = 450-464.5 points
B+ = 435-449.5 points B = 415-434.5 points B- = 400-414.5 points
C+ = 385-399.5 points C = 350-384.5 points D = 300-349.5 point E = 0-299.5

Please note that grades are determined by the point breakdown provided above. Scores are NOT rounded. No exceptions can be made.

Student Conduct: We want to build a class climate that is comfortable for all. In a communication class, it is *especially* important that we (1) display respect for all members of the class, (2) participate in all class activities; (3) avoid unnecessary disruption; and (4) avoid racist, sexist, homophobic or other negative language that may unnecessarily exclude members of our

class or community. This is *not* an exhaustive list of behaviors; rather, it represents examples of the types of things that can have a dramatic impact on the class environment. Your final grade may be reduced by 10% *each time* you engage in these sorts of behaviors.

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://www.abor.asu.edu/1_the_Regents/policymanual/chap5/index.html), and the ACD 125: Computer, Internet, and Electronics Communications (<http://asu.edu/aad/manuals/acd/acd125.html>).

Students are entitled to receive instruction free from interference by other members of the class. If a student is disruptive, an instructor may ask the student to stop the disruptive behavior and warn the student that such disruptive behavior can result in withdrawal from the course. An instructor 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>).

Academic Dishonesty: In the *Student Academic Integrity Policy*, ASU defines *plagiarism* as “using another’s words, ideas, materials or work without properly acknowledging and documenting the source. Students are responsible for knowing the rules governing the use of another’s work or materials and for acknowledging and documenting the source appropriately.” You can find this definition, along with other important information and University policies regarding academic integrity, at <http://provost.asu.edu/academicintegrity/policy>

Accommodation for Disabilities: Students with disabilities that have been certified by the ASU Disability Resource Center will be appropriately accommodated, and should inform the instructor as soon as possible of their needs and provide documentation. The Disability Resource Center is located at Matthews Center, P.O. Box 873202, Arizona State University, Tempe, AZ 85287. Phone (480) 965-1234, TDD (480) 965-9000, Web Page <http://www.asu.edu/studentaffairs/ed/drc/>.

IMPORTANT NOTE: The information provided in this syllabus constitutes a list of basic class policies. We reserve the right to modify this information when deemed necessary for any reason. You will be notified via email or through the Blackboard site if/when any changes occur.

ADDITIONAL READINGS – AVAILABLE ON THE BLACKBOARD SITE

Atkinson, B. (January 2005). The love breakthrough. *O, The Oprah Magazine*, 128-131, 163-164.

Alberts, J. K. (Unpublished manuscript). Influences on conflict.

Alberts, J. K. (Unpublished manuscript). Problematic conflict interactions.

Alberts, J. K. (Unpublished manuscript). Improving your conflict skills.

Babcock, L., & Lachever, S. (2008). Negotiation 101: Basic concepts. *Ask for it.* (pp. 75-86).
New York: Bantam Dell.

Student Success: This is an online course. To be successful:

- check the course daily
 - read announcements
 - read and respond to course email messages as needed
 - complete assignments by the due dates specified
 - communicate regularly with your instructor and peers
 - create a study and/or assignment schedule to stay on track
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